

## Position Description

<b>Position</b>	Manager – Evidence in Practice
<b>Agency</b>	Health System Improvement
<b>Reports to</b>	General Manager – Health System Improvement
<b>Terms and Conditions of Employment</b>	In accordance with the current industrial Enterprise Agreement and Contract of Employment
<b>Classification/ Salary Stream</b>	Manager
<b>Length of Position</b>	As per Contract of Employment (subject to ongoing funding from the Australian Government Department of Health)
<b>Location</b>	As per Contract of Employment Primary Health Tasmania provides services across Tasmania

## Organisational overview

Primary Health Tasmania is a non-government, not-for-profit organisation working to connect care and keep Tasmanians well and out of hospital. The organisation is one of 31 similar bodies established around Australia on 1 July 2015 as part of the Primary Health Networks Programme – Funded by the Australia Government.

The Government has set the following objectives for primary health networks nationally:

- **increasing the efficiency and effectiveness** of medical services for patients, particularly those at risk of poor health outcomes; and
- **Improving coordination of care** to ensure patients receive the right care in the right place at the right time.

More information is available on the primary health networks website [www.primaryhealthtas.com.au](http://www.primaryhealthtas.com.au)

A critical key to achieving the organisational objectives is a workforce which is flexible and responsive. Central to performance are the competencies - the knowledge, skills and abilities that Primary Health Tasmania employees must demonstrate to perform their roles effectively. These competencies are described in this position description and the Primary Health Tasmania Competency Framework.

Primary Health Tasmania supports organisational wide competency building, and a more flexible and responsive Primary Health Tasmania workforce that is well equipped to deliver innovative and creative health system integration and redesign to its stakeholders and the community.

## Position purpose

The Manager, Evidence in Practice is accountable for promoting the role of PHNs to health professionals and supporting them to deliver high quality primary health care, as part of Primary Health Tasmania's core PHN primary health workforce support function.

The position leads the Evidence in Practice team as significant drivers of the organisation's approach to primary health professional workforce engagement, development and support, with a strong clinical continuous quality improvement and service integration focus. These functions are delivered with priority target workforce groups including, but not limited to; general practitioners, nurses, allied health providers and community specialist providers.

## Key relationships

Internal	External
Manager, Practice Improvement	Workforce professional bodies and support organisations
Manager, Sector Improvement and Innovation	Health training organisations
Program Strategy and Performance Team	Health care providers
Health Stream Leads	Health care consumers and stakeholders
Managers, leads and members across organisational functional groups	Subject matter experts
	University and research organisations
	Relevant Federal and State Government offices

## Responsibilities and accountabilities

- Accountability for the development and delivery of high quality, efficient and consistent specialist functions and outputs of the Evidence in Practice business area of the Health System Improvement team.
- Improving Primary Health Tasmania's understanding of the state's primary health workforce profile, needs and strategic priorities to support a sustainable and contemporary primary health workforce.
- Driving a strategic and targeted approach to primary health workforce support that demonstrates improved engagement, effective implementation of clinical practice improvement strategies and workforce innovation.
- Overseeing and contributing to the effective and efficient development and delivery of the business area's specialisations, as business critical resources for HSI business unit and the organisation, including but not limited to:
  - **health professional engagement** - driving the organisation's approach to primary health professional workforce engagement in primary health priorities, initiatives and innovation.
  - **health workforce and regional needs assessment** – building Primary Health Tasmania's understanding of health professional workforce and primary health sector needs
  - **clinical practice improvement** - effective delivery of strategies based on priority population needs, to support clinical practice improvement, with a focus on improved management of clinical care, integrated care and health outcomes
  - **education and certification** - developing, adapting and facilitating access to high quality and targeted education and associated certification aligned with identified priorities, and delivered through a range of strategies to maximise provider access and engagement
  - **adoption of continuous quality improvement and digital health** – working closely with the practice improvement business area to embed a continuous quality improvement approach and meaningful use of national and state digital health tools within primary health organisations.
  - **Tasmanian HealthPathways** – drive the evolution of HealthPathways strategy and ongoing implementation of the Tasmanian HealthPathways program and its integration as a key tool for improving appropriate management of clinical care
  - **emergency management** – delivering the organisation's approach to supporting the primary health sector in planning and responding to emergencies, as part of the State's emergency management arrangements
- Developing a highly motivated and results focused team with clear vision for the team's contribution to health system improvement through an engaged and capable primary health workforce and ensuring the business area meets performance indicators and targets to the expected standard.

- Leading expert implementation and evaluation of team-based service improvement strategies, within and between primary health care teams.
- Driving targeted engagement and collaboration with relevant stakeholders and organisations focused on supporting and strengthening the primary health workforce and service delivery.
- Providing operational management of the Evidence in Practice business area, including human resource tasks, professional development, allocation of team members to project activity, managing a business area budget and the procurement of external consulting engagements in accordance with the Company's procurement and project management frameworks.
- Ensuring appropriate processes, tools, capabilities and performance indicators are in place to enable the efficient and effective delivery of activities, outputs and outcomes associated with Evidence in Practice specialisations.
- Working closely with other Health System Improvement managers and leads, to ensure a coordinated, strategic, adaptable, responsive and results focused Health System Improvement team.
- Working proactively and collaboratively with other Primary Health Tasmania functional team managers, project managers and Executive to ensure the team has appropriate capabilities, systems and processes to perform a high quality, efficient primary health workforce support and improvement function.
- Any other duties assigned that are within the scope of this role, as appropriate.

## Competencies required for the role

The Primary Health Tasmania Competency Framework applies to all Primary Health Tasmania employees, across all occupational groups.

### Competency summary

- A full list of competencies with behavioural indicators are provided in the **Primary Health Tasmania Competency Framework** listed on the Primary Health Tasmania website.
- The behavioural indicators provided in the **Competency Framework** provides detailed examples of the types of behaviours that would be expected at each competency level and should be reviewed in conjunction with the role's Responsibilities and Accountabilities.

#### Competency matrix:

<b>Personal attributes</b> - Adapt and respond to change - Display resilience and courage - Act with Integrity - Manage Self	3 3 4 4	<b>Relationships</b> - Communicate effectively - Commit to Customer Service - Influence and Negotiate - Work Collaboratively	4 4 4 4
<b>Results</b> - Deliver results - Plan and Prioritise - Think and solve Problems - Demonstrate Accountability	4 3 4 4	<b>Business support</b> - Finance - Technology - Procurement and Contract management - Project Management	3 3 3 4
<b>People leadership and management</b> - Lead, Manage and Develop People - Inspire Direction and Purpose - Optimise Business Outcomes - Manage Reform and Change	4 3 3 3		

4 - Highly advanced  
3 - Advanced  
2 - Intermediate  
1 – Foundational

## Selection criteria – skills, qualifications and experience

### Key Capabilities

#### Essential

- Relevant Qualifications** – Tertiary health professional qualifications related to primary health care workforce.
- Stakeholder engagement** – Extensive experience working in primary care settings requiring high level engagement with a range of health and medical professionals to achieve results
- Clinical quality improvement strategy** - Extensive high-level knowledge, skills and experience, developing applying and evaluating evidence-informed clinical quality improvement strategies in primary health care settings.
- Team Leadership** - Demonstrated strong capability and experience in leading and managing teams for high performance in complex operational environments.
- Project and program management** – Demonstrated experience and capability in procuring and project managing consulting and program resources to deliver program outcomes on time and within budget.

## Desirable

- **Planning and performance** - Demonstrated high level ability to develop and apply appropriate planning, systems and processes that maximise the efficiency, effectiveness and measurable performance of the evidence in practice team.
- **Change management** - Extensive experience in engaging, influencing and managing change with primary health workforce to identify priorities, develop and implement solutions and evaluate outcomes.
- **Stakeholder engagement** - Advanced strategic and analytical thinking skills including the ability to apply these through both internal and external collaboration to drive demonstrable improvement in primary health workforce engagement, service delivery and integration.
- **Specialisation experience** - Extensive experience in one or more of the specialisations required of the evidence in practice areas, as well as and ability to effectively and efficiently access knowledge and skills in specialised areas as needed to ensure appropriate team performance.
- **Senior team leadership** - Demonstrated experience working as part of a senior management team, including the ability to lead, collaborate with peers and contribute to high-performing management arrangements for the organisation.
- Current Driver's Licence

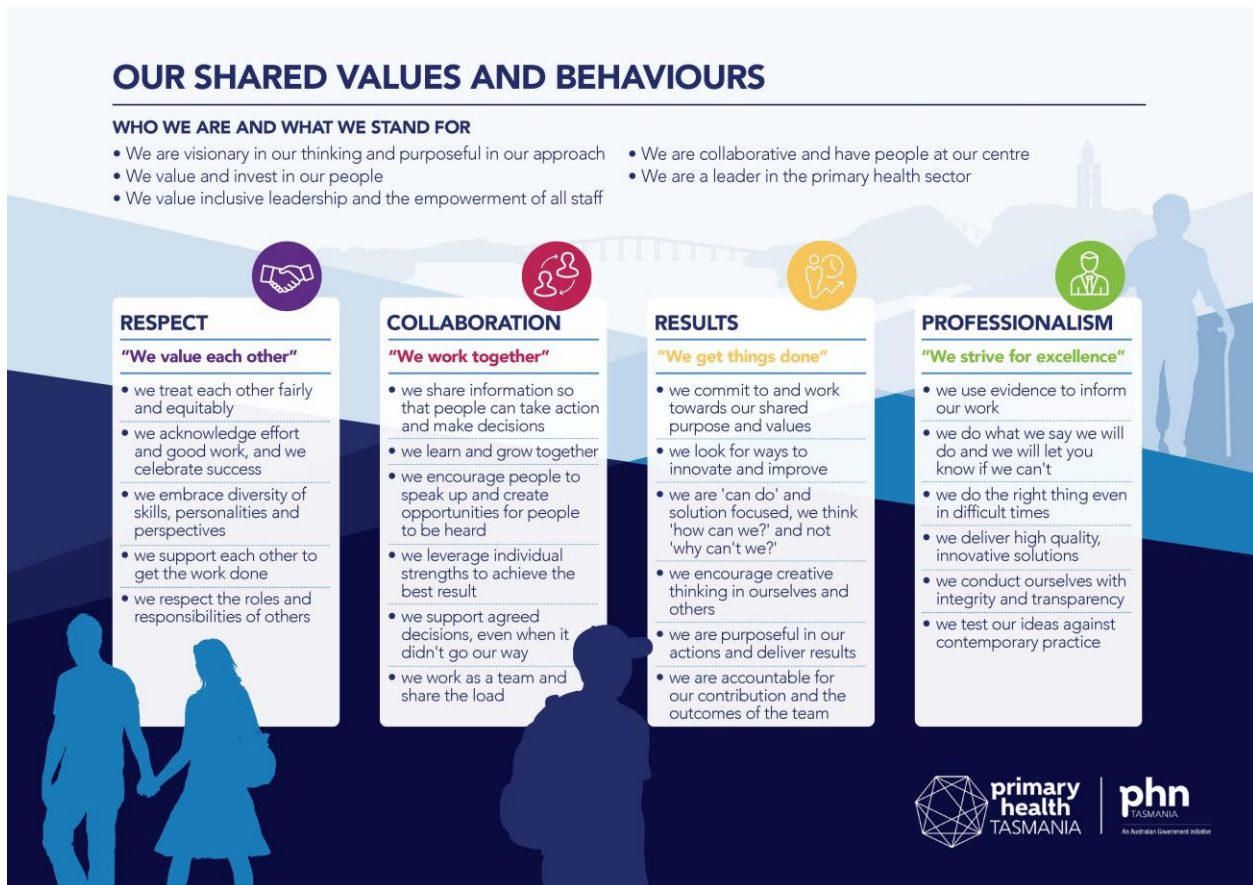
## Working environment

Primary Health Tasmania operates from three administrative centres in Hobart, Launceston and Ulverstone. Intrastate and interstate travel will be required.

## Our Shared Values and Behaviours

The following core values and behaviours underpin the work of Primary Health Tasmania. These core values and behaviours are fundamental to the organisation and the way in which Primary Health Tasmania staff and management engage with each other and with stakeholders.


In your role you are expected to comply with Primary Health Tasmania's Code of Conduct and demonstrate the following values and behaviours:



### OUR SHARED VALUES AND BEHAVIOURS

**WHO WE ARE AND WHAT WE STAND FOR**


- We are visionary in our thinking and purposeful in our approach
- We value and invest in our people
- We value inclusive leadership and the empowerment of all staff
- We are collaborative and have people at our centre
- We are a leader in the primary health sector



#### RESPECT

**"We value each other"**


- we treat each other fairly and equitably
- we acknowledge effort and good work, and we celebrate success
- we embrace diversity of skills, personalities and perspectives
- we support each other to get the work done
- we respect the roles and responsibilities of others



#### COLLABORATION

**"We work together"**


- we share information so that people can take action and make decisions
- we learn and grow together
- we encourage people to speak up and create opportunities for people to be heard
- we leverage individual strengths to achieve the best result
- we support agreed decisions, even when it didn't go our way
- we work as a team and share the load



#### RESULTS

**"We get things done"**

- we commit to and work towards our shared purpose and values
- we look for ways to innovate and improve
- we are 'can do' and solution focused, we think 'how can we?' and not 'why can't we?'
- we encourage creative thinking in ourselves and others
- we are purposeful in our actions and deliver results
- we are accountable for our contribution and the outcomes of the team



#### PROFESSIONALISM

**"We strive for excellence"**

- we use evidence to inform our work
- we do what we say we will do and we will let you know if we can't
- we do the right thing even in difficult times
- we deliver high quality, innovative solutions
- we conduct ourselves with integrity and transparency
- we test our ideas against contemporary practice



Mr Phil Edmondson  
**Chief Executive Officer**

July 2021