

Position Description

Position	Primary Health Consultant – Sector Improvement and Innovation
Business Unit	Health System Improvement
Reports to	Manager – Sector Improvement and Innovation
Terms and Conditions of Employment	In accordance with the current industrial Enterprise Agreement and Contract of Employment
Classification/ Salary Stream	Advisor – Functional (Coordinator)
Length of Position	As per Contract of Employment (subject to ongoing funding from the Australian Government Department of Health)
Location	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 – with funding from the Australian 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

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 Primary Health Consultant, Sector Improvement and Innovation, works as part of the Sector Improvement and Innovation team as significant contributor to the Primary Health Tasmania's strategic approach to engaging and collaborating with sector stakeholders and partners to influence 'single-system' thinking and improved integration of care.

Sector Improvement and Innovation delivers operational capability for Primary Health Tasmania's core role in strengthening service coordination and integration. The role focuses on initiatives that contribute to the organisation's strategic focus on health system improvement.

Key relationships

Internal	External
Management Team	Health care providers
Health Stream Leads	Health care consumers and stakeholders
Members across organisational functional groups	Subject Matter Experts – including but not limited to quality and safety, digital health, priority population groups,
Technical Leads	University and research expertise
	Relevant Federal and State Government offices

Responsibilities and accountabilities

- Works with the Manager and/or Technical Leads, Sector Improvement and Innovation to develop, deliver and evaluate a range of initiatives focused on improving the integration, effectiveness and efficiency of the health system.
- Contributes to and operationalises research and evidence-based approaches in service and system improvement focused on addressing the quadruple aim of improved consumer experience, improved population health outcomes, improved service efficiency and improved provider experience.
- Participates in and leads relevant and specific PHT projects, ensuring that the role of the Sector Improvement and Innovation business area is clearly identified, planned and delivered.
- Contributes to PHTs ongoing focus on developing targeted and productive relationships and networks within and across sectors, as foundation for potential improvement and innovation initiatives
- Works with the Manager and/or relevant technical lead to develop and deliver effective and efficient specialisations within the business area, to support the delivery of the team's function, including but not limited to:
 - developing, implementing and evaluating comprehensive safety and quality strategies and arrangements, including PHTs organisational capability to identify and respond to health care quality and safety issues
 - developing, testing and evaluating digital health strategies focused on capability within and across service providers and sectors
 - leading the development, testing and evaluation of consumer, community and stakeholder engagement strategies, including a specific focus on health literacy and person-centred care
 - developing and reviewing localised Tasmanian HealthPathways including but not limited to the use of the Tasmanian HealthPathways methodology for targeted service improvement initiatives, to ensure a service and system improvement focus is embedded across PHT's work.
 - researching, testing and evaluating contemporary approaches to collaborative sector planning, including concepts such as population health planning and place-based approaches.
 - Developing PHT's capability to develop, apply and evaluate sector improvement strategies
- Ensures relevant clinical decision support, service and system improvement tools, methodologies and resources that are developed and/or supported by PHT are appropriately implemented as part of PHT project activity.
- Assists and leads the internal development, implementation and continuous improvement of appropriate team processes, tools and capabilities to support the efficient and effective delivery of with Sector Improvement and Innovation business area
- Delivers sector improvement and innovation functions to required standards, demonstrated through business area team performance indicators, targets and reporting
- Works closely with, and at times assists, other Health System Improvement business areas to ensure a coordinated, strategic, adaptable, responsive and results focused Health System Improvement team

Competencies required for the role

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

Please note that the competencies noted below are provided for the generic primary health consultancy function. The competency matrix will be amended for each Primary Health Consultant to incorporate the relevant competencies required of the technical skills (as noted in the responsibilities and accountabilities) upon appointment to the position.

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 site.
- 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:

Personal attributes - Adapt and respond to change - Display resilience and courage - Act with Integrity - Manage Self	2 3 3 3	Relationships - Communicate effectively - Commit to Customer Service - Influence and Negotiate - Work Collaboratively	3 2 2 3
Results - Deliver results - Plan and Prioritise - Think and solve Problems - Demonstrate Accountability	3 2 2 2	Business support - Finance - Technology - Procurement and Contract management - Project Management	1 3 2 2
People leadership and management - Lead, Manage and Develop People - Inspire Direction and Purpose - Optimise Business Outcomes - Manage Reform and Change	1 1 1 1		

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

Selection criteria – skills, qualifications and experience

Key Capabilities

Essential

- Clinical, health-related or other relevant qualifications related to the technical skills required of the primary health consultant function and/or experience in relevant health and service sectors.

Specialist knowledge

- Demonstrated knowledge and skills to perform against one or more of the specialisations required for the role which may include but is not limited to:
 - **Safety and Quality:** developing, implementing and evaluating comprehensive safety and quality strategies and arrangements, including organisational capability to identify and respond to clinical quality and safety issues

- **Digital Health:** developing, testing and evaluating digital health strategies focused on capability within and across service providers and sectors
- **Stakeholder engagement:** leading the development, testing and evaluation of consumer, community and stakeholder engagement strategies, including a specific focus on health literacy and person-centred care.
- **Tasmanian HealthPathways:** working with the Tasmanian HealthPathways Lead to develop, maintain and review localised pathways.
- **Population health and regional planning:** researching, testing and evaluating contemporary approaches to collaborative sector planning, including concepts such as population health planning and place-based approaches.
- **Measuring sector improvement and integration:** developing PHT's capability to develop, apply and evaluate sector improvement strategies

Desirable

- **System knowledge** - experience working in service delivery environments including knowledge of local and system level issues impacting on efficient and effective health service delivery and awareness of local and national health reform agendas.
- **Stakeholder engagement** – extensive experience in engaging and working collaboratively with consumers and stakeholders from across health and service sectors to identify issues, implement solutions and evaluate outcomes.
- **Evidence based planning** – advanced strategic thinking, including the ability to analyse and interpret policy, reform and regulatory information, as well as health data to inform planning and project activity.
- **Quality improvement** - evidence of ability to identify risks, performance issues and quality improvement priorities and to be able to work in challenging environments to address these issues.
- **Specialisations** - Demonstrated high level ability to improve knowledge and skills in new specialisations areas with evidence of being able to apply new skills confidently and to a high quality.
- **Teamwork** - Demonstrated experience working as part of a team, including the ability to lead, collaborate with peers and contribute to high-performance of the organisation.
- Current driver 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