

Position Description

Position	Primary Health Consultant – Practice Improvement
Business Unit	Health System Improvement
Reports to	Manager – Digital Health and Practice Improvement
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 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

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 – Practice Improvement provides an essential operational role for Primary Health Tasmania, actively involved in engaging with general practice, Aboriginal health organisations and primary health providers at an operational level to understand health and local provider needs and assisting with targeted capability building activities, as part of Primary Health Tasmania's core PHN function in delivering general practice and practice improvement.

The role contributes specifically tier 1-2 to the organisation's strategic Primary Health Workforce Support Model through building and maintaining engagement and productive relationships with and between the primary health

workforce, understanding the workforce profile and needs and promoting and facilitating access to and use of relevant PHT resources and expertise.

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, University and research expertise Relevant Federal and State Government offices

Responsibilities and accountabilities

- The Primary Health Consultant, Practice Improvement works as part of Practice Improvement team to deliver the required practice engagement functions to primary care organisations, with a specific focus on achieving improved awareness and engagement of the workforce in service and primary health workforce improvement initiatives.
- Use, gather and record information to support targeted engagement with primary health workforce organisations and providers within the context of their business model, patient population and geographic context.
- Achieve improved provider awareness and increased uptake of key Primary Health Tasmania resources and initiatives, including but not limited to Tasmanian HealthPathways, sharing, understanding and use of health data, continuous quality improvement resources, service directories and digital health resources.
- Maintain key day-to-day relationships with targeted primary health workforce groups, including gathering, analysing and reporting essential primary health workforce and service provider information to produce a workforce profile and needs assessment to contribute to service planning and development of resources.
- Contribute to and at times lead key initiatives, such as Tasmanian HealthPathways team activity in the promotion and education of relevant HealthPathways, ensuring health system tools are well understood and adopted in Tasmania and the organisation is supported in areas of workforce needs assessment and directories maintenance.
- Work with the Manager, Digital Health and Practice Improvement to develop and deliver effective and efficient functions and specialisations required within the business area and deliver these functions to required standards, demonstrated through business area team performance indicators, targets and reporting
- Work collaboratively with, and at times assist, the Practice Improvement role and other business areas to ensure the Practice Improvement team delivers an effective, efficient, responsive and results focused service to other parts of the organisation.

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

- Extensive experience in working in general practice, or other primary health workforce settings. and/or clinical, health-related or other relevant qualifications related to the technical skills required of the primary health consultant function.

Specialist

- Demonstrated knowledge and skills to perform against one or more of the specialisations required for the role which include
 - **Relationship building** – building trust and relationships with business managers and general practice teams.
 - **Promotion and communication** – ability to promote and demonstrate health system tools, resources and initiatives concisely, adapting messaging to the unique context of a health service organisation's business model, population and geographic characteristics.
 - **Finding, using and recording information to target engagement** – ability to use data and external sources to target engagement and capability building with service management and teams, gather appropriate information and update PHT systems (e.g. THD and CRM).

Desirable

- **Stakeholder engagement** – extensive experience in engaging and working collaboratively with general practice and primary health workforce groups.
- **Communication expertise** – high level communication skills, including the ability to convey complex information in ways that leads to improved awareness and use of information by others.
- **Evidence based planning** - experience working in service delivery environments including knowledge of local and system level issues impacting on health service delivery and the ability to interpret and use health data and information to effectively engage providers.
- **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