

Position Description

Position	Project Coordinator
Location	Heatherston
Directorate	Primary and Aged Care Service Innovation
Reports to	Manager, Provider Support
Employment status	Full-time, maximum term until 30 June 2025

About South Eastern Melbourne PHN (SEMPHN)

SEMPHN is a leader, facilitator and influencer towards the shared goal of better primary health care.

We are one of six Primary Health Networks (PHNs) in Victoria, and 31 PHNs across Australia, with around 1.5million residents in our catchment.

Reporting to an independent Board, we are funded primarily by the Australian Government to help people in south east Melbourne get the health care they need, when and where they need it.

We do this by:

- commissioning out-of-hospital services, locally.
- partnering to make quality care more accessible and integrated, and easier to navigate – especially for people who need it most.
- helping primary health care professionals to deliver the best care possible – now, and into the future.
- influencing Government policy on primary health care reform.

Evidence-based practice is the foundation of our work, and we are constantly asking, ‘together, how can we do this even better?’

The Australian Government has seven priority areas for improvement and innovation for primary health: Mental health; Alcohol and Other Drugs (AOD); Aboriginal and Torres Strait Islander Health; Aged care; Population health; Health workforce development and Digital health.

In this context, we challenge the status quo and often design things differently, with a very clear goal to measurably improve health. This is the ultimate indicator of our success.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it.

Our values are Collaboration; Community; Accountability; Respect; Excellence; and Solution focused.

In facing the many opportunities and challenges in our work, our people are exceptional at adapting to evolving needs.

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About the Primary and Aged Care Service Innovation Directorate

SEMPHN will lead substantial reform in the primary health care arena over the coming months and years. Providing understanding, engagement and partnership in this change will be essential for success. The Provider Support team is part of the Primary and Aged Care Service Innovation directorate. Provider Support includes generalist provider support and digital health support functions.

Job Summary

In the 2021-22 Budget, the Australian Government has committed \$37.3 million to expand the Greater Choice for At Home Palliative Care (GCfaHPC) Measure to all PHNs, nationally, for four years to 2024-25. Under this program, PHNs will develop and implement new and innovative projects or expand and build on existing activities implemented through the pilot with a focus on achieving the following objectives:

- improve access to palliative care at home and support end-of-life care systems and services in primary health care and community care
- enable the right care at the right time and in the right place to reduce unnecessary hospitalisation
- generate and use data to support continuous improvement of services across sectors
- use available technologies to support flexible and responsive palliative care at home, including in the after-hours.

These objectives will contribute to achieving the following intended overarching outcomes of:

- improved capacity and responsiveness of services to meet local needs and priorities
- improved patient access to quality palliative care services in the home
- improved coordination of care for patients across health care providers and integration of palliative care services in their region.

The Project Coordinator will coordinate and implement the GCfaHPC program in alignment with the program guidelines. The role will ensure the planning, development, implementation and monitoring of GCfaHPC initiatives using an integrated approach, working with all stakeholders to ensure initiatives meet expected outcomes.

The Project Coordinator will bring highly developed stakeholder engagement and relationship management skills, well developed project coordination knowledge, change management skills, advanced written and verbal communication skills, facilitation skills, and a strong understanding of the health care system.

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Key Responsibilities

Project Coordination

- Effectively manage project deliverables to achieve the agreed objectives within agreed timeframes and budgets, managing any risks accordingly.
- Provide project coordination for all aspects of project delivery.
- Take initiative as required to ensure GCfaHPC outcomes are achieved through agreed systems and processes, both in terms of productivity and quality compliance.
- Comply with reporting requirements by collecting, collating, and communicating all relevant data to the appropriate internal and external stakeholders.
- Collaborate with other SEMPHN teams and colleagues to implement the GCfaHPC measure (Population Health, Digital Health and Practice Support teams) to optimise program outcomes.
- Build positive relationships with internal and external stakeholders.
- Develop and ensure that effective and efficient program systems and process are in place to support high quality delivery of services.

Stakeholder Engagement

- Assist to manage stakeholder enquiries relating to GCfaHPC measure program.
- Liaise with and engage with the Department of Health on matters relating to the GCfaHPC measure as required (attend educational and mentoring workshops with the other PHNs during the course of the project).
- Establish strong and effective partnerships key stakeholders.
- Undertake presentations as required.

Change Management

- Support and advocate Change Management initiatives for providers so that they can build their capability.
- Facilitate change at the provider level to assist in upskilling, providing support and guidance as required.
- Implement innovative models of support.

Team Membership

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.

Quality

- Actively participate in and contribute to a continuous culture of workplace quality improvement activities.
- Comply with all relevant legislation, regulations and professional standards.

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Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

Key Relationships

Internal

- Manager Provider Support
- Provider Support Officers
- Primary and Aged Care Service Innovation staff

External

- General practice staff, General Practitioners and Practice Nurses
- Residential Aged Care Facilities and their staff
- Community Home Care Providers
- Palliative Care teams
- Key stakeholders including primary health providers and community groups

Key Selection Criteria

Qualifications

- Tertiary qualifications in health, social sciences and/or extensive relevant experience.

Skills, Knowledge and Experience

- Demonstrated understanding of palliative care principles and sector.
- Proven ability to influence positive change to primary health care providers or sector
- Demonstrated relationship management experience
- Demonstrated project management skills including planning, implementation, monitoring, and report writing
- Experience in delivery & coordination of projects.
- Highly developed presentation and interpersonal skills including ability to build influential and productive working relationships with a range of stakeholders.
- Sound experience with written documentation such as reports, emails and other administrative functions.
- Ability to multi-task, set priorities and meet strict deadlines.
- Intermediate to advanced skills in Microsoft office.

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Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check may be required in accordance with government funding requirements.
- Staff are required to provide evidence of full COVID-19 vaccination status.
- All employees of SEMPHN may be required to work across any of the SEMPHN sites.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's License is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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