



Position Description

Position Title	Project Coordinator - Child and Youth Mental Health
Responsible to	Service Development and Performance Manager – Mental Health
Responsible for	Nil direct reports
Location	Queanbeyan, Moruya, Nowra or Wollongong
Status	Full time (part time negotiable)
Hours	38 hours per week
Salary Range	To be determined commensurate with skills and experience
Conditions	National Employment Standards Employment Contract Company policies and procedures
Remuneration & Benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Probity Checks	Reference Checks National Criminal Record Check Qualifications / Certifications required for position
Level of Delegation	As outlined in the Delegations Policy

ORGANISATIONAL CONTEXT

COORDINARE is the Primary Health Network for South Eastern NSW supporting primary care in the region to be person centred, accessible; equitable; safe and high quality, comprehensive; population orientated; and coordinated across all parts of the health system. COORDINARE provides a unique blend of private and public perspectives and innovative thinking which aims to ultimately transform the health of people in the region.

COORDINARE has adopted a business model that is data-driven, using clinical expertise and consumer feedback, to determine local needs and co-design initiatives that improve health outcomes, achieve better consumer experiences, enhance provider satisfaction, and deliver value for money. Using population health data, working closely with our GP-led Clinical Councils, our Community Advisory Committee and through our strategic alliances with the Local Health Districts, we set clear local priorities as well as identify strategies to implement the national priorities locally.

COORDINARE works at four levels within the health system to achieve person centred care:

- 1. Involving consumers** in decision-making both at an individual level – around people's own health, treatments, and illness-management and at an organisational level – around policy development, service design, delivery and evaluation.

2. **Supporting general practice** as the cornerstone of primary care
3. **Working within local communities** to commission services which improve outcomes for at-risk, high needs groups
4. **Building system enablers and designing service improvements** to optimise pathways for patients and coordinate their care.

COORDINARE commissions services, in line with our Commissioning Framework, focusing on those most at risk of poor outcomes, rather than providing services directly. Commissioning involves a strategic approach to purchasing services from providers, using information gathered from our Needs Assessments and analysis of local provider markets. Our approach to commissioning also involves ongoing and collaborative relationships with service providers, working together to design initiatives and ensure that contracted deliverables and quality outcomes are met.

PURPOSE

The Project Coordinator role is an integral part of the Commissioning team supporting the commissioning of services and solutions to achieve a more connected health system based on population needs that lead to improved health outcomes and consumer experience across South Eastern NSW.

Currently this position is focused on child, adolescent and youth mental health including the delivery of headspace by the commissioned primary health service provider.

GENERAL ACCOUNTABILITIES

KEY ACCOUNTABILITIES

- Contribute to the mental health needs assessments.
- Facilitate and support consultation with key stakeholders including young people and their families and friends.
- Provide support for the commissioning of child, adolescent and youth mental health solutions contributing to improvement of health outcomes.
- Establish and maintain collaborative and constructive relationships with young people and their families and friends and other stakeholders to ensure that local needs are well understood that feedback on commissioned interventions is continuous and that services delivered are effective, contemporary, appropriate, and safe.
- Provide advice to existing and potential service providers on funding initiatives, consumer- focused service models, service development opportunities, quality assurance and accountability requirements.
- Undertake and manage multiple projects simultaneously.
- Monitor and report on performance as well as support commissioned providers to ensure that they are best able to deliver on agreed outcomes.
- Identify and implement strategies required to build capacity of local providers, including supporting and managing providers with performance concerns.
- Preparation of regular reports.
- Ensure that commissioning processes and contracted services in mental health are consumer focused and recovery oriented.
- Other reasonable duties as requested by manager.

KEY RELATIONSHIPS

- Internal – This position has key internal relationships across the organisation.
- External – Commissioned service providers, Potential service providers, Consumers, Carers and relevant LHD staff.

KEY CHALLENGES

- Implementing new ways of working with primary health care services and workforce to meet agreed priority health outcomes.
- Translating technological advances and evidence-based practice to local service improvements that improve health outcomes.
- Effectively managing change.
- Ensuring equity of access using innovative delivery models, including use of eHealth.
- Supporting commissioned providers to understand and meet performance requirements, particularly in the context of a large geographical area with a stronger emphasis on consumer outcomes and satisfaction.
- Developing and maintaining effective relationships with current and potential service providers particularly during competitive tender processes or when underperformance is an issue.

SELECTION CRITERIA

The experience, knowledge, skills, competencies, and qualifications a person requires in order to successfully fulfil the responsibilities of the position are:

1. Positive contemporary approach to person centred service delivery. This position is currently focused on child, adolescent and youth mental health issues, so demonstrated understanding of service delivery, including headspace, related to this area of work is required.
2. Demonstrated skills and experience in project management in a complex, specialised environment.
3. A track record of successfully implementing change and innovation, with a strong consumer focus utilising influencing, negotiating and relationship skills with stakeholders to achieve improved outcomes.
4. Demonstrated experience in consulting with young people and their families and friends within health services for the evaluation of health interventions
5. A desire and demonstrated ability to research contemporary and emerging best practice and share findings.
6. Demonstrated ability to work within and across teams and adapt quickly to a changing environment
7. Relevant tertiary qualifications and solid experience in planning and reporting particularly in child, adolescent and youth mental health in primary care/community setting.
8. Demonstrated experience working with a range of IT software and programs such as Microsoft Office and databases for information management.
9. Current NSW Driver's licence and access to a comprehensively insured motor vehicle for work-related travel.
10. Understands and supports the requirement for full COVID-19 vaccination and is able to provide appropriate evidence of vaccination or medical exemption.
11. Current NSW's driver's licence and a willingness to travel (which may include overnight stays)
12. Willing to undergo a criminal history pre-employment check

Desirable:

13. Lived experience of mental health issues.
14. Experience in contract management.
15. Understanding of the current and future directions for mental health under a recovery philosophy.

As the incumbent of this position, I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.

Employee Name:

Employee Signature:

Date:

Manager's Name:

Manager's Signature:

Date:

Date	Version No.	Author	Approved by	Reason for update
January 2022	1	SDPM – Mental Health	Acting/DCS	Update to PD