

Position Description

Position title:	Primary Care Advancement Coordinator	Location:	Chatswood
Reports To:	Primary Care Advancement Manager	Direct Reports:	Nil
Working Relationships Internal:	Primary Care Advancement Team Clinical Engagement Team Digital Health Team Commissioning & Partnerships Team	Working Relationships External:	General Practitioners (GPs) Allied Health Providers Aged Care stakeholders - various Northern Sydney Local Health District
PD Approved:	General Manager Primary Healthcare Advancement	Approved:	September 2020

Organisation Description

The Sydney North Health Network (SNHN) works on behalf of the Commonwealth to improve health outcomes for patients by increasing the capability and capacity of the primary healthcare workforce to ensure patients receive the right care, in the right place at the right time.

Position Purpose

Position Purpose:	The Primary Care Advancement Coordinator (PCAC) is responsible for engaging with primary care providers and other relevant stakeholders, supporting them to improve patients' outcomes and experience with the healthcare system.
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Outcomes & Accountabilities

Outcomes:	<p>To ensure the organisation works as effectively as possible to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These accountabilities and their outcomes are reviewed at least annually formally and on an ongoing basis informally with team members and managers.</p> <p>Key outcomes are:</p> <ul style="list-style-type: none"> Allocated primary healthcare practices and providers are identified and their profiles accurately managed via the client relationship management (CRM) database. Allocated primary care practices and other health organisations are engaged with SNHN and receive value from the services provided.
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	<ul style="list-style-type: none"> Allocated primary care practices are supported to develop their capacity and capability to deliver high quality, safe, evidence-based care to their communities. PCACs have productive working relationships with SNHN employees who have specialty roles in other areas, who will support the PCA team to meet their objectives
Primary Care Support	<p>Provide practice support services to assigned primary care practices that include but are not limited to:</p> <ul style="list-style-type: none"> Provide support in the primary care practices in quality improvement methodologies; Supporting the adoption of best practice methods to improve the quality of care; Promoting and improving the uptake of practice accreditation; Assisting practices in the understanding and meaningful use of digital health technologies in order to streamline the flow of relevant patient information across the local health provider community; and Supporting health information management to inform quality improvements in health care, specifically, the collection and use of clinical data within practices. <p>Effectively escalate stakeholder feedback or concerns to the appropriate manager and assist with their timely resolution as required.</p>
Implement Primary Care Initiatives	<p>Support the implementation of a range of primary care programs and initiatives as they arise in order to meet the organisation's strategic and operational objectives and national and local performance indicators.</p> <p>Collect accurate data to assist with monitoring program uptake and evaluation.</p> <p>Identify barriers to program implementation and contribute to the development of enablers to facilitate successful implementation.</p> <p>Work with the Commissioning and Partnerships team and contribute to the identification of local service needs.</p>
Service Integration & Pathway Development	<p>Contribute to the development and implementation of integrated care projects within the region.</p> <p>Develop and manage effective working relationships with stakeholders to facilitate the development of service pathways, service redesign and/or service improvement.</p>
Knowledge Building & Sharing	<p>Develop expertise in an allocated priority area (e.g. aged care, chronic disease, illness prevention, workforce, quality improvement, CALD, integration, digital health and technologies).</p> <p>Share expertise on the allocated priority area with other members of the team.</p>

	<p>Maintain a general working knowledge of all priority areas.</p> <p>Ensure the capture and management of quality data relating to practice support and program implementation is reflected in relevant databases.</p> <p>Participate in team and organisational meetings as required.</p>
General	<p>Prepare and provide reports as required.</p> <p>Comply with contractual obligations and deliverables as contained in the various approved Department of Health Annual Plans and other funding agency agreements.</p> <p>Contribute towards the SNHN's overall strategic direction including the implementation of the organisation's values and mission statement.</p> <p>Respect the confidentiality of patients and general practice in line with the organisation's related policies, procedures and the Privacy Act.</p> <p>Comply with the organisation's policies and procedures.</p> <p>Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary, any untoward accident, incident or potentially hazardous environment.</p> <p>Fulfil other duties commensurate with the role as directed.</p>

Organisational Expertise

Subject Matter Expertise	In delivering on accountabilities above it is expected that you will build expertise (be the organisational SME) in the following key organisational policies, processes and documents.
SNHN Policies / Procedures	Primary Care Advancement and Integration Policies and Procedures
SNHN DoH Contracts:	Allocated DoH contracts as they relate to PCA team or individual specialisations.
SNHN Supplier Contracts	Nil

Scope of Authority

Direct employees work priorities/schedules:	Not authorised	Approve employee expenditure:	Not authorised
Recruit/ terminate employees:	Not authorised	Have Media contact:	Not authorised
Enter into Contracts:	Not authorised	Other (Detail here)	Not authorised

Key Selection Criteria - Qualifications & Experience

Required experience, capabilities and qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Tertiary health related qualifications e.g. nursing, allied health, digital health, social service, health management or equivalent experience working in a primary care setting. • Demonstrated success as a professional in a primary care setting (e.g. practice manager, pharmacist, nurse) or liaising with practitioners i.e. acute care sector, e-Health/IT or pharmaceutical/medical/diagnostic sales. • Strong demonstrated understanding of primary healthcare in an Australian setting. • Relationship building and management skills. • Knowledge of or experience in implementing quality improvement methodologies. • Project management skills. • Demonstrated high level of communication skills, both written and oral. <p>Desirable:</p> <ul style="list-style-type: none"> • Account management experience and/or demonstrable experience in delivery of services through establishing professional relationships. • Knowledge of behaviour change and/or change management principles. • Academic detailing and/or facilitation skills. • Experience working for a Not for Profit or government funded organisation. • Knowledge of Australian Health Care Reform.
Certifications required	<ul style="list-style-type: none"> • Certification of required tertiary qualifications and professional memberships as applicable. • Current NSW drivers' licence and access to a comprehensively insured motor vehicle. • National Police Clearance Check. • Reference Checks (2) from past employers.
Special conditions	<ul style="list-style-type: none"> • Some out of hours work on weekends or evenings may be required, for example, attendance at community forums or meetings, for which time off in lieu may be taken. • Intrastate and/or interstate travel may be required.

Acceptance/ agreement

I declare that I have read, understand and will abide by the above position description. I understand that the tasks and accountabilities currently included may vary from time to time by the organisation in response to changing priorities.

Name _____ Signature _____ Date _____