

Position Description

Coordinator Aged Care

Position Details

Reports to	Manager Regional Services
Employment Term	Fixed term contract until 30 June 2023 <i>(subject to funding)</i>
Hours	Full Time (1.0 FTE)
Location	Gippsland PHN promotes a flexible working environment with opportunities to work from a mix of office-based locations and home office base environments by agreement. Some travel between offices and to various stakeholder locations including training and events may be required.
Position number	GPHN079

Organisation Context

Gippsland PHN is a not for profit charity that works at a regional level to achieve improved whole of system health care. Gippsland PHN is part of a national structure of 31 Primary Health Networks across Australia. Since 2015, Gippsland PHN has been committed to improving health outcomes for the people of Gippsland. Our vision has been, and remains, a “Measurably Healthier Gippsland”.

A measurably healthier Gippsland can only occur with a unified approach amongst the primary health care system and communities, so we aim to fill a vital role as a trusted and credible source of information, a vehicle for collaboration, and strong advocate, essential to local decision-making. We do this via two primary channels: health system improvement programs, and by commissioning services to address local health needs via our regional commissioning role.

Role Overview

As part of the Government’s response to the Royal Commission into Aged Care Quality and Safety, this schedule provides funding for Primary Health Networks (PHNs) to undertake and commission dedicated activities which support better health, wellbeing, and primary care for senior Australians.

The Aged Care Coordinator will lead a team as part of the broader Regional Services team to coordinate the following:

- Support RACFs to develop comprehensive out of hours arrangements and action plans (including workforce training) to help residents access urgent assessment and triage services and prevent avoidable hospital presentations;

- Commissioning early intervention initiatives that will support healthy ageing, the ongoing management of chronic conditions, and reduce barriers at the interface of the aged care and primary health care systems.

Duties and Responsibilities

Technical and Professional

- Provide guidance to assist participating RACFs within the Gippsland region to develop and implement after-hours action plans which will support their residents to access the most appropriate medical services out-of-hours;
- Education participating RACF staff in out-of-hours healthcare options and processes for residents;
- Encourage participating RACFs to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where after-hours was required;
- Support engagement between RACFs and their residents' GPs (and other relevant health professionals), as part of after-hours action plan development;
- Support other activities and initiatives being undertaken by the Regional Services team; and
- Any other duties reasonably requested.

Communication and Relationship Management

- Promote and support the delivery of services through the development and maintenance of positive, outcome-oriented partnerships with external agencies and primary care providers;
- Collaborate, maintain and improve relationships with key stakeholders, including but not limited to project governance committee(s), commissioned service providers, relevant regional and local networks and partners, Gippsland PHN Clinical Councils, Community Advisory Committee and funding partners;
- Maintain high level of discretion and confidentiality in all relationships and interactions; and
- Influence and maintain high performing working relationships, engaging and harnessing the expertise of colleagues across all teams within Gippsland PHN, to deliver outcomes within commissioned services and programs; and

Performance Management

- Ensure that services/projects are operating efficiently and effectively, are achieving contractual obligations within time and budget, and are helping to improve health outcomes in the community;
- Contribute to and support processes to deliver, monitor and report on the outputs, outcomes and financial performance as defined in the Annual and Business Plans; and
- Provide supervision, mentoring and management of Gippsland PHN staff by actively participating in individual performance development plans, and developing strategies and performance indicators in line with the organisations Strategic and Business Plans. Ensure that employees have clear roles and responsibilities and are supported in their duties, through clear direction and communication;

- Monitor performance and effectiveness, and provide coaching, support and development feedback regularly to project staff; and
- Actively participate in individual performance development plans in line with the organisations Strategic and Business Plans.

Discretion and Confidentiality

- Maintain a high level of discretion and confidentiality in all relationships both internal and external to Gippsland PHN; and
- Deal with confidential information with discretion and sensitivity.

Continuous Quality Improvement

- Identify continuous quality improvement opportunities; participate in the development of quality procedures and processes and contribute to internal and external continuous improvement activities as required.

Learning and Development

- Contribute to a learning and development environment where employees are encouraged to further develop skills required to progress their career aspirations; and
- Contribute to learning and development activities which are not limited to formalised training and include elements of mentoring, coaching, planning, on the job learning, and opportunities to preform higher duties. Employees must have the aptitude and willingness to learn.

Purpose, Culture and Wellbeing

- Contribute to a culture that builds upon our vision, principles, values, and behaviours;
- Encourage staff to maintain active and productive relationships with all stakeholders, members, other staff, the community, service providers, clinicians, policy-makers and funders; and
- Contribute to upholding this positive, inclusive culture environment, and fostering creative staff wellbeing initiatives. Staff are required to work cooperatively and effectively in a team environment, while developing, contributing and maintaining a positive organisational culture.

Key Selection Criteria – Qualifications, Knowledge, Skills & Experience

To be considered for this role, candidates must have and address the following:

- Tertiary and/or post graduate qualification/s in a directly related or relevant health or community development field;
- Proven experience in collaborating with a wide range of stakeholders on complex projects to influence and achieve positive shared outcomes;
- Demonstrated experience in the development, implementation and evaluation of best practice health promotion initiatives. This includes in-depth experience in stakeholder communication and engagement, contract management and experience in working with those with lived experience;

- Strong project management, organisational, and time management skills with a demonstrated ability to use initiative and be self-motivated, meeting deadlines and working with minimum supervision;
- Demonstrated ability to use technology to improve efficiency and outcomes; and
- High level written and verbal communication skills.

Desirable Attributes

- Well-developed linkages within the Gippsland Primary Health Sector;
- Experience in the service delivery of aged care services and knowledge of the aging population need; and
- Working knowledge of Microsoft operating systems and associated software, including the use and application of Contract Management tools, e.g. Folio, and Records Management tools, e.g. Content Manager.

General Requirements

Candidates are also required to:

- Provide a current Victorian National Police Check certificate;
- Provide evidence of your professional qualifications;
- Hold a current Victorian Driver's Licence;
- Adhere to the Gippsland PHN Code of Conduct, Frameworks, Policies and Procedures;
- Adhere to legislation;
- Ensure that primary health care is always promoted in a positive manner; and
- Provide evidence of full COVID-19 vaccination status.

Organisational Requirements

Occupational Health & Safety

Ensure that work and services are provided in a safe manner at all times by regularly reviewing practices and environment, being familiar with OH&S legislation and by participating in OH&S training or drills where required.

Legal Compliance

Knowledge and understanding of relevant legislation and acts applicable to employment at Gippsland PHN and as stated in the Policies and Procedures.

Employer of Choice

Gippsland PHN is a great place to work; where employees are respected, valued and empowered. Encouraging leadership, learning and engagement, our culture creates opportunities for all - striving towards a Measurably Healthier Gippsland.

This position description is subject to change in line with contractual requirements, the development of the organisation's strategic plan and operational needs.