

Position Description

Position title:	Coordination & Integration Manager	Location:	Chatswood
Reports To:	Executive Manager Coordination and Integration	Direct Reports:	Aged Care Lead Project Coordinator(s)
Working Relationships Internal:	<ul style="list-style-type: none"> • Executive and General Management Team (ET) • Collaborative Commissioning Team • Commissioning Operations Team • Mental Health Team • Primary Care Advancement Team • 	Working Relationships External	<ul style="list-style-type: none"> • NSLHD • General Practitioners (GPs) • Allied Health Providers • SNHN Commissioned services • Community Providers • Other Primary Health Care Providers
SNHN Role Level:	11	Role Level Requirements:	Refer to Attachment One
PD Approved by:	GM- Commissioning & Integration	Approval Date:	18.10.2021

Organisation description

SNPHN Ltd t/a 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:	Lead and manage the expansion and implementation of care coordination and integration to improve access and navigation of services by addressing gaps in service provision and improving service integration.
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Accountabilities and Outcomes

<p>Outcomes:</p>	<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"> • Efficient and effective care coordination & integration programs developed and implemented across health services. • Advancement of a coordinated and integrated health care system that progresses towards the quadruple aim. • General practices and other relevant primary care providers are supported to develop their capacity and capability to deliver high quality, safe, evidence-based, coordinated care in primary care. • Commissioning contracts are robust and executed according to SNHN's governance standards, safety and quality. • Stakeholder engagement produces positive reputation for SNHN in particular; DoH, Northern Sydney Local Health District, GPs and allied health professionals recognise SNHN's positive impact to ensure patients receive the right care, in the right place and at the right time within the SNHN region.
<p>Coordination and Integration Accountabilities</p>	<ul style="list-style-type: none"> • Development, implementation, and evaluation of a range of care coordination & integration programs & projects to meet the organisation's strategic and operational objectives and national and local performance indicators. • Develop strategies to encourage adoption of best practice methods to improve the quality of coordinated care between primary care and broader health, social and other care providers. • Lead strategies to achieve care coordination, service & system integration and collaboration across a range of health areas including aged care, mental health, suicide prevention, alcohol and other drugs • Lead SNHN activities to support a coordinated response to aged care, mental health, suicide prevention, alcohol and other drugs in the region. • Manage the commissioning of high quality, innovative, locally relevant and effective initiatives, based on community need, as identified in relevant needs assessments and Department of Health Plans. • Work with commissioned suppliers to drive achievement of high quality, safe services and improve health outcomes. • Proactively engage all relevant stakeholders to develop and maintain effective partnerships relating to the integration of health services.

People Leadership	Positions with people management responsibilities are required to spend the time, energy and focus required to manage their employees effectively. This includes actively directing and guiding the team, ensuring that employees have the opportunity to discuss work and seek assistance, to coach and guide employees to perform and to implement employee's individual development and training.
General	<ul style="list-style-type: none"> • Demonstrate a commitment to SNHN's vision and values: <ul style="list-style-type: none"> ~ SNHN Vision – Achieving together – better health, better care ~ SNHN Values – iCare <ul style="list-style-type: none"> ○ Innovation – We Create, We Initiate, We Inspire ○ Collaboration – We Listen, We Understand, We Respond ○ Accountability – We Define, We Adapt, We Deliver ○ Respect – We Inspire Trust, We Are Open, We Act Ethically ○ Excellence – We Own It, We Commit to It, We Achieve It. • Comply with contractual obligations and deliverables as contained in the various approved Department of Health (DoH) Annual Plans and other funding agency agreement. • Respect the confidentiality of patients and general practice in line with the organisation's related policies, procedures and the Privacy Act. • Comply with the organisation's policies and procedures. • 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. • Fulfil other duties commensurate with the role as directed.

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	
SNHN DoH Contracts:	Allocated DoH contracts as they relate to coordination and integration
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 and experience

Required experience, capabilities and qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Bachelor of Health Sciences (or related) and post graduate qualifications or commensurate experience. • Significant experience in health service planning or delivery, health project delivery or health policy review and improvement. • Expert written and oral presentation skills. • Strong inter-personal skills, with the ability to participate in advisory bodies and influence senior stakeholders in strategic operations. <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of Commonwealth Governments PHN reform agenda..
Certifications required	<ul style="list-style-type: none"> • Certification of required tertiary qualifications and professional memberships • Current NSW drivers licence and access to a comprehensively insured motor vehicle. • National Police Clearance Check. • Working with Children Check (or willing for a check to be performed, where required). • 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, interstate and/ or international travel may be required.
Workplace Health and Safety	<ul style="list-style-type: none"> • Adhere to organisation policies and procedures relating to Workplace Health and Safety and, at all times, take responsibility for own and colleagues wellbeing.

Attachment One

<u>Department - Role Level 11</u>	
STRATEGIC CORE COMPETENCIES	
Strategy, Priorities & Organisational Context	Has a deep thorough working knowledge and application of SNHN's vision, mission, and values. Aligns and models consistent behaviours. Deep thorough working knowledge and application of SNHN's strategic direction and plans: Department of Health (DoH) objectives; Regional health and medical services requirements; Various environments in which SNHN operates, e.g. social, financial, political. Deep working knowledge of the various environments in which SNHM operates. Sound understanding of the inter-relationships with other relevant organisations
Leadership & Teamwork	Leads the work of up to 10 professionals level specialists in the same or similar sub-discipline OR be an expert in a given discipline. Able to lead major projects and/or service offerings. Identifies and plans for resources. Identifies learning needs and provides coaching and feedback, shares knowledge and information. Provides high level expert advice and assistance to senior managers and staff. Undertakes project work and/or develops service offerings using expert level knowledge and experience.
Communications & Collaboration	Is aware of, and maintains appropriate communication channels with all key relationships both within and outside of own organisation and area of operation. Positively identifies commonalities and differences and reconciles conflicting priorities and objectives. Adapts approach to meet the needs of others. Demonstrates and builds culturally appropriate skills in the team. Takes responsibility for the timely provision of advice and assistance. Builds on established networks, both internally and externally. Able to negotiate effectively on a wide range of issues.
Personal Accountability	For the relevant team and/or discipline area, assists with the management of the alignment of major changes in practices, methods and procedures with major changes in legislation, quality standards, SNHN strategies and policies. Participates in the development and review of relevant policies and practices. Manages risk. Ensures health, safety and wellbeing and financial and general accountability for individuals and teams. Promotes organisation service offerings with very complex or strategically significant stakeholders/partners.
Stakeholder Relationships & Partnerships	Ensures complex and very complex external stakeholder relationships and partnerships are developed and managed effectively, providing expert professional analysis and advice on changes in needs and service delivery approach. Works with senior management to identify and implement opportunities for new and strategically significant relationships. Takes responsibility for

	ensuring relevant regional knowledge and understanding is central to stakeholder/partner relationships. Promotes SNHN's services and brand with very complex or strategically significant stakeholders and partners.
Problem Solving & Innovation	Fosters improvement and innovation in the team and across SNHN. Develops and implements creative new service models. Sets up and coordinates working parties or teams on operational issues/opportunities. Ensures SNHN compatibility of solutions. Conducts/supports investigation of specific current and emerging trends and applicability to strategic SNHN requirements. Manages resource allocation and prioritisation of significant changes to SNHN requirements.
Professional Learning	A relevant tertiary qualification, usually post-graduate, in a related specialist area. Broad understanding of the region/sector, professional practices and the internal/external professional environment.
FUNCTIONAL COMPETENCIES	
Professional Practice	Judges and assesses situations and recommends appropriate solutions for issues requiring expert professional practice and technical knowledge and experience. Provides timely high-level advice and information to support strategic decision making. Assists in the development of innovative practices. Undertakes the relevant research. Goes outside existing methodologies and techniques if necessary. Develops and implements new methodologies consistent with organisational strategy and based on sound commercial and business practice. Able to lead strategically important complex functional-specific projects and the development of practical outcomes. Provides expert change process leadership by facilitating and influencing strategic/major change in the organisation or work area. Understands the strategic context. Provides direction/expert guidance to others on effective change implementation. Has significant commercial acumen
Operational Planning	Develops organisation plans or service/program/project function plans taking into account legislative requirements and the external and internal policy environment. Ensures plans provide the framework within which the organisation, service, or functional area must operate. Contributes to the strategic mapping/planning process. Delivers major programs/projects and services utilising technology-based solutions where available. Adopts a results orientation. Ensures programs/projects and services meet service delivery targets/agreements. Monitors progress against plans and takes appropriate corrective action. Monitors the outcomes and cost

	effectiveness of major contracts.
Projects / Programs Management	Ensures understanding of the project management process. Implements the process through all stages for a complex project, or a number of small projects supported by a small project team. Keeps projects on track, correcting deviations from plan at own initiative. Ensures proactive and flexible approaches to projects/programs. Recommends project shut-down when needed. Secures and allocates required resources
Commissioning & Partnerships	Judges and assesses situations and recommends appropriate commissioning and partnerships solutions for issues requiring expert professional practice, knowledge and experience. Ensures professional supervision is in place for less experienced staff. Ensures the development of innovative commissioning and partnerships work practices. Undertakes the relevant research. Expands existing processes and techniques if necessary. Develops and implements new processes consistent with SNHN strategy and based on sound evidence-based sector practices. Able to lead complex commissioning and partnerships projects/programs/services and the implementation of improved outcomes.
Quality, Risk, and Compliance Systems	Assists with the management of the alignment of major changes in practices, methods and procedures with major changes in legislation, quality practices, safety standards, compliance, governance, standards, SNHN strategies and policies. Participates in the development and review of major policies and practices. Manages compliance and risk for the team and/or work area through having the appropriate systems in place.

Position Description Acceptance/Agreement

I declare that I have read and understand the 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 _____