

Position Description

Position title:	Palliative Care Lead	Location:	Chatswood
Reports To:	Care Coordination & Integration Manager	Direct Reports:	Project staff (TBC)
Working Relationships Internal:	<ul style="list-style-type: none"> Executive and General Management Team (ET) Coordination & Integration Team PHC, Community Engagement & Coordination Teams Collaborative Commissioning Team Commissioning Operations Team 	Working Relationships External:	<ul style="list-style-type: none"> General Practitioners (GPs) Allied Health Professionals Local Health District Private providers Commissioned Services Department of Health Ministry of Health Residential Aged Care Facilities
SNHN Role Level:	Commissioning & Partnerships Role Level 10	Role Level Requirements:	Refer to Attachment One
PD Approved by:	GM, Commissioning & Integration	Approval Date:	12.11.2021

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:	The Palliative Care Lead will lead on the Greater Choice for at Home Palliative Care program and initiatives to increase awareness of; and facilitate and coordinate access to safe quality palliative and end of life care at home.
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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 palliative care programs and initiatives implemented • Enhance community and professional awareness of the scope of, and benefits of timely and appropriate access to palliative care services • Improve awareness (workforce and community) and access to safe, quality palliative care at home and support end of life care systems and services in primary health and community care • General practices and other relevant primary health care providers are supported to develop their capacity and capability to deliver high quality, safe, evidence-based, coordinated care. • Improved access to quality palliative care services available in the home. • Improved coordination of care for patients, across health care providers and integration of palliative care services in the region • Stakeholder engagement produces positive reputation for SNHN in particular: GPs, Northern Sydney Local Health District, Residential Aged Care Facilities 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>Accountabilities</p>	<ul style="list-style-type: none"> • Undertake scoping exercise to understand and map existing palliative care services and initiatives across the SNHN region. • Undertake scoping exercise to understand existing education and training resources relevant to the program, including those through Palliative Care Australia and the National Palliative Care Projects. • Work with SNHN Planning & Performance team to undertake a needs assessment to inform the planning and development of activities for the program • Work with Collaborative Commissioning team to ensure alignment with and support implementation of initiatives to improve outcomes for frail older people and other collaborative commissioning priorities • Work with SNHN Planning & Performance team to establish mechanisms for quantitative and qualitative data collection and outcome measurements, including baseline data, and contribute and provide data and information for the national evaluation.

	<ul style="list-style-type: none"> Plan, develop and implement activities to increase awareness of; and facilitate and coordinate access to safe quality palliative and end of life care at home. Plan and coordinate relevant education events Support co-design of referral pathways and processes, as relevant Develop, manage and support forums, working groups and networks Improve coordination of care for patients across health care providers and integration of palliative care services across the SNHN region.
People Leadership	<ul style="list-style-type: none"> 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 Palliative Care, Aged Care, Coordination & Integration, Collaborative Commissioning and Primary Care models
SNHN Supplier Contracts	Commissioned service suppliers (as relevant).

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, 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"> • Specialist knowledge and experience of palliative care, care coordination or service integration • Experience of developing and delivering education and training • Experience of commissioning • Project management skills • 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). • 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

COMMISSIONING & PARTNERSHIPS - Role Level 10	
STRATEGIC CORE COMPETENCIES	
Strategy, Priorities & Organisational Context	Comprehensive understanding of the role, vision, mission, and values of SNHN. Demonstrates behaviour consistent with the values. Working knowledge of the strategy and plans: Objectives of SNHN and financial imperatives; Department of Health (DoH) objectives; Regional health and medical services requirements; Various environments in which SNHN operates, e.g., social, financial, political. A broad knowledge of related organisations.
Leadership & Teamwork	Provides professional supervision of 1 to 4 professional staff involved in the delivery of a diverse range of complex services and/or medium sized project work. OR is a sole operator specialist advanced practitioner in a professional discipline. Develops plans and schedules for projects and/or service offerings. Sets objectives, shares information, and recommends budgets. Ensures projects and service offerings meet delivery expectations and/or agreements. Provides day to-day advice and support to others. Consults on issues associated with the successful delivery of projects/services.
Communications & Collaboration	Uses varied communication techniques across all levels internally and externally to engender positive engaging relationships. Manages relationships constructively and consistently, exercising judgement, applying, and modelling culturally appropriate communication. Exercises a range of effective influencing skills. Uses a broad network of contacts to resolve functional issues; refers where appropriate. Participates in complex internal and externally focused negotiations.
Personal Accountability	Understands the impact of legislation and standards on work practices. Recommends changes to policies & procedures to accommodate changes in external requirements. Ensures changes do not compromise quality or standards of service. Evaluates processes and makes or recommends changes. Applies SNHN risk management processes. Participates in policy and procedure development. Demonstrates and ensures safety, financial and general accountabilities in team. Promotes organisation service offerings and brand.
Stakeholder Relationships & Partnerships	Effectively utilises complex external stakeholder/partner relationships. Proactively identifies opportunities to strengthen and improve relationships. Applies relevant regional knowledge and understanding. Able to develop appropriate working relationships with diverse regional organisations and communities. Models application of relevant regional knowledge and understanding to achieve shared goals, guiding the

	interactions of less experienced staff. Promotes SNHN's services and brand with stakeholders and partners.
Problem Solving & Innovation	Models a resourceful and adaptable approach. Applies organisation improvement and innovation principles and approaches. Uses creative and well-developed techniques and resources, typically within a defined area and following precedents. Identifies requirements for improvement and potential resource implications. Recognises the potential impact of solutions on service provision programs/projects and other areas and externally.
Professional Learning	A relevant tertiary qualification plus significant and substantial experience in a discipline. May have post graduate qualifications in a related specialist area. Good knowledge of discipline standards required by legislation and professional bodies.
FUNCTIONAL COMPETENCIES	
Professional Practice	Uses innovative, advanced professional practices and specialist technical knowledge to solve issues and achieve significant practical improvements in functional-specific outcomes. Consulted by others on complex matters, provides advice and training to others. Follows up complex technical/professional issues. Undertakes research, analyses issues and recommends options based on contemporary business practices. Identifies problems that could adversely impact on major functional projects. Provides leadership through facilitating and influencing change processes in the organisation and in own area. Contributes to change planning/scheduling. Demonstrates sound commercial acumen.
Operational Planning	Integrates the relevant components of legislation, policies and programs with specific organisation plans, programs/projects, and services. Undertakes complex mapping, planning and development of policy, programs and/or projects/services. Assists with strategic planning and development work. Implements complex service/program/project delivery plans that are limited in scope. Performs ongoing day-to-day operations and monitors progress to ensure target delivery agreements are met. Assists with implementation of available technologies and ongoing day-to-day operations of major services/programs. Monitors the outcomes and cost effectiveness of contracts that are being delivered by the organisation/service.
Projects / Programs Management	Applies the project management process. Coordinates internal and external project resources, allocating resources to meet plan. Projects typically require a limited implementation of the process. Manages, using a proactive and flexible approach, multiple smaller projects and/or leads

	components of larger projects. Implements programs and projects and liaises with external contractors.
Commissioning & Partnerships	Uses innovative, advanced professional commissioning and partnerships processes and specialist technical knowledge to solve issues and achieve significant improvements in outcomes. Consulted by others on complex matters, providing advice and training. Follows up complex commissioning and partnerships issues. Undertakes research, analyses issues and recommends options based on contemporary sector practices. Identifies problems that could adversely impact on major projects/programs/services.
Quality, Risk, and Compliance Systems	Understands the impact of legislation and standards on work practices. Recommends changes to policies & procedures to accommodate changes in external requirements e.g., compliance. Ensures changes do not compromise quality or standards, governance, or projects/programs/services. Evaluates processes and makes or recommends changes. Participates in policy and procedure development. Applies and utilises SNHN risk management systems, policies, and processes

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 _____