

Position Description

Position title:	Education Coordinator, Ageing & Palliative Care	Location:	Chatswood
Reports To:	Coordination & Integration Manager	Direct Reports:	Nil
Contract Term:	30 June 2025		
Working Relationships Internal:	<ul style="list-style-type: none"> • Executive and General Management Team • Partnerships & Innovation Team • PCAT, Community Engagement & Education Teams • Palliative Care Lead & Aged Care Lead 	Working Relationships External:	<ul style="list-style-type: none"> • General Practitioners • Aged Care Staff & Providers • Local Health District • Commissioned Services • Department of Health • Professional Networks
SNHN Role Level:	Coordination & Integration – Role Level 9	Role Level Requirements:	Refer to Attachment One
PD Approved by:	General Manager, Partnerships and Innovation	Approval Date:	Nov 2023

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:	<p>The Education Coordinator will work within our Ageing & Palliative Care Program, with a primary focus on designing and delivering a range of palliative care educational initiatives to support greater access to palliative care at home and in the community.</p> <p>This role is contracted until 30 June 2025.</p>
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Accountabilities and Outcomes

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"> • Understanding the health needs of Northern Sydney population. • Understanding the educational needs of service providers on death and dying. • Increasing the death literacy of the Northern Sydney community. • Design educational material, resources, and workshops for a range of stakeholders such as, general practice, aged care, and the community. • Facilitation of educational and professional development initiatives. • Supporting the goals of the Greater Choice for At Home Palliative Care project. • Undertake secondary research to development materials. • Perform consultations and work collaboratively with stakeholders. • Comply with SNHN policies and procedures. • Knowledge of the Compassionate Communities movement and frameworks.
Selection Criteria	<ul style="list-style-type: none"> • Demonstrated experience in designing and delivering health education initiatives. • Demonstrated knowledge of palliative care, aged care, and general practice. • Strong understanding of contemporary death and dying theories and frameworks. • Strong understanding of end-of-life care and documentation. • Superb communications skills and the ability to share those skills with people in how to have open conversations about death and dying. • Deep understanding of working with diverse populations, people and in a trauma-informed manner. • Excellent skills with technology, including Microsoft, cloud-based software and audio visual equipment. • Registered vehicle and NSW driver's licence. • National Criminal Police Clearance and Working with Vulnerable People Clearance.
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

	<ul style="list-style-type: none"> ○ 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. <ul style="list-style-type: none"> • SNHN’s commitment to be an environmentally sustainable organisation and to work with our partners to address climate risks in our communities. • 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.
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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	All inclusive.
SNHN DoH Contracts:	Greater Choice for at Home Palliative Care & Aged Care Schedule.
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	Essential: <ul style="list-style-type: none"> • Passion for end of life care and community ownership of death and dying. • Demonstrated experience in designing and delivering health education initiatives.
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	<ul style="list-style-type: none"> • Demonstrated knowledge of palliative care, aged care, and general practice. • Strong understanding of contemporary death and dying theories and frameworks. • Superb communications skills and the ability to share those skills with people in how to have open conversations about death and dying. • Deep understanding of working with diverse populations, people and in a trauma-informed manner. • Excellent skills with technology, including Microsoft, cloud-based software and audio-visual equipment. • Registered vehicle and NSW driver's licence. • National Criminal Police Clearance and Working with Vulnerable People Clearance. <p>Desirable:</p> <ul style="list-style-type: none"> • Cert IV in training and education. • Formal qualifications in nursing or care environment.
Certifications required	<ul style="list-style-type: none"> • Current NSW drivers' licence and access to a comprehensively insured motor vehicle – if a requirement of the role. • National Police Clearance Check. <p>Reference Checks (2) from past employers.</p>
Special conditions	<p>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.</p> <ul style="list-style-type: none"> • 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>Coordination & Integration – Role Level 9</u>	
STRATEGIC CORE COMPETENCIES	
Strategy, Priorities & Organisational Context	<p>In-depth understanding of the role, vision, mission, values of SNHN. Aligns behaviours with approaches and organisation values. Working knowledge of: SNHN strategic direction and plans; Department of Health (DoH) objectives; Regional health and medical services requirements. Working Knowledge of functions and infrastructure.</p>
Leadership & Teamwork	<p>May lead a team providing multiple and/or complex service offerings OR work as a fully proficient professional. Coaches and builds effective team work. Provides guidance and information to less experienced staff within area of work. Evaluates the work of others. Has a working knowledge of relevant external relationships. Maintains defined relationships under guidance and ensures they operate efficiently.</p>

Communications & Collaboration	For the more complex communication and relationship building across internal and external audiences uses flexible and adaptable communication techniques that engender positive engaging relationships and meet required outcomes both within and outside of own area of expertise. Utilises culturally appropriate communication skills and knowledge. Uses influencing skills and a broad network of contacts to resolve work issues. Undertakes standard negotiations to ensure processes and protocols are followed and work is appropriately handled.
Personal Accountability	A detailed understanding of the intent and framework of compliance legislation, quality standards, policies & procedures relevant to the role. In-depth understanding of requirements for safe and healthy working, adheres to them, and makes a positive contribution to SNHN's work environment. Identifies and mitigates risks. Promotes the need to appropriately use financial and other resources. Markets and promotes organisation service offerings and organisation brand.
Stakeholder Relationships & Partnerships	Interacts with external stakeholders and partners. Uses understanding of stakeholder/partner relationships and their respective needs to recommend changes to SNHN services approach. Recognises and acts within role boundaries on opportunities for enhancement. Applies relevant regional knowledge and understanding; is able to develop appropriate working relationships with similar regional organisations and communities. Promotes services and SNHN.
Problem Solving & Innovation	Exercises initiative and judgement, under guidance, to creatively improve service provision programs/projects. Is mindful of the resource impacts and consults accordingly. Is adaptable and resourceful. Understands organisation processes and improvement and innovation principles and applies improvement methods.
Professional Learning	A relevant tertiary qualification and/or equivalent. Fully proficient professional. Undertakes regular professional development.
FUNCTIONAL COMPETENCIES	
Professional Practice	Considers day-to-day Partnerships & Innovation Team's matters. Judgements are based on well-developed professional experience and practice knowledge. Draws on a number of methodologies and techniques to achieve successful outcomes. Identifies alternative strategies. Recommends changes including the development of alternative methodologies to achieve effective outcomes.
Operational Planning	Substantial professional knowledge of relevant legislation, policies, and the external and internal environment. Maps, plans, and develops components of projects/programs/services. May contribute to strategic planning processes and reviews, providing service/program/project function information and data. Undertakes delivery involving plan implementation and ongoing day-to-day operations. Assists with the implementation of technology and ongoing day-to-day operations for segments of major/complex services/programs/projects. Monitors performance against standard contract requirements and addresses problems.

Projects / Programs Management	Applies project management processes including project identification, definition, planning, execution, and conclusion under guidance. Makes changes to documentation. Participates as a project team member. Is proactive and flexible.
Professional Practice	Considers day-to-day issues and makes judgements based on well-developed professional experience and technical knowledge. Has indepth knowledge of at least two professional level specialist related areas e.g., financial and management accounting. Draws on a number of methodologies and techniques to achieve successful outcomes. Identifies alternatives based on contemporary business practices. Recommends changes including the development of alternative practical methodologies to achieve effective functional-specific outcomes. Coordinates or provides support to change processes; may do detailed planning under guidance. Positively influences and facilitates change in Position Description: SNHN Commissioning Coordinator Published: August 2023 Page 8 of 8 own area and broader business areas. Has developed good commercial acumen.
Quality, Risk, and Compliance Systems	Has a detailed understanding of the intent and framework of compliance legislation, quality standards, governance, policies & procedures relevant to the role. Identifies and mitigates risks. Understands risk management processes and systems in use in SNHN.

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 _____