

Position Description

Position Title:	Executive Officer, Better Health North East Melbourne
Current Effective Date:	June 2017
Next Review Date:	June 2018
Directorate:	Integrated Care Services, Eastern Melbourne PHN
Reports to:	Executive Director – Integrated Care Services, Eastern Melbourne PHN (EMPHN)
Budget Responsibilities	N/A
EMPHN Classification	Band 5
Hours	This position is 0.8 EFT
Duration	This is 12 month fixed term position with an opportunity to extend for 12 months.

Purpose of Position

BACKGROUND

The Better Health North East Melbourne (BHNEM) collaborative is a region-wide platform of service providers and organisations focused on primary health care system collaboration in order to improve health outcomes for people who reside in the north eastern suburbs of Melbourne.

The focus of the BHNEM is to enhance primary health care services in community-based settings to support the management of chronic disease and complex conditions for people at risk of poor health outcomes within the BHNEM catchment.

The BHNEM collaborative will facilitate the improved alignment of primary and secondary health care service providers in the North Eastern Melbourne Region to reduce avoidable hospital admissions through improved, community-based models of care.

Membership of BHNEM comprises service providers and organisations that have mandated responsibilities for local health planning and primary health care service delivery. These service providers and organisations consist of Banyule Community Health, Darebin Community Health, healthAbility, Austin Health, the Department of Health and Human Services, Eastern Melbourne Primary Health Network (EMPHN) and North Western Melbourne Primary Health Network (NWMPHN).

POSITION SUMMARY

The BHNEM Executive Officer will be responsible for providing region wide support to the BHNEM and its partners. The overall goal of the Executive Officer is to coordinate, lead and manage the BHNEM collaborative. The Executive Officer will establish and maintain effective working relationships with internal and external networks and stakeholders for the purpose of planning and delivery of key collaborative efforts within primary care.

The role will be employed by EMPHN. However, the Executive Officer will report to and receive direction from the BHNEM Governance Group regarding strategy, planning and prioritisation of initiatives as agreed by the Governance Group.

The BHNEM Executive Officer will:

- Engage routinely with all partners and including the requirement to maintain a weekly or fortnightly presence in all BHNEM member organisations.
- Optimise patient care through system level initiatives across the primary, secondary and tertiary level system interfaces through high levels of collaboration and effective relationships across BHNEM member organisations and other services providers
- Lead and drive strategies which improve patient care, outcomes, patient flow and enhance patient experience

Accountabilities

MAJOR DUTIES AND/OR RESPONSIBILITIES

Effective project management and reporting

- Undertake or manage a range of shared initiatives and projects across the North Eastern Melbourne Region. Manage regional implementation projects using rigorous project management systems.
- Prepare, identify and manage potential risks; and develop achievable and realistic schedules. Escalate any project related issues as required.
- Prepare key deliverables including plans and reports required to meet the requirements of the key partners and funders.
- Prepare high quality reports, briefing papers and related documents for the BHNEM Governance Group.
- Undertake regular communication with Improvement Alliance Chairs and the executive of BHNEM member organisations to ensure the activities remain on track. This includes regular written progress updates.

Communication and engagement

- Serve as a central contact point for the BHNEM in relation to queries and logistics.
- Develop and implement a regional communication strategy that maintains a high-level of awareness amongst key stakeholders and facilitates information flow. This should be aligned with local communication strategies developed by the partners.
- Actively engage key stakeholders at the regional level to advise and ensure broad consultation and appropriate levels of stakeholder engagement.

Planning, strategy, and governance

- Plan and deliver operations as detailed in the BHNEM Memorandum of Understanding and the BHNEM Regional Plan. This includes activities including but not limited to operational and strategic planning, stakeholder engagement, and financial management.
- Provide effective leadership and management to any other project resources. This may require support across a virtual team.
- Participate in relevant governance mechanisms, including steering committees and/or groups.

Other duties as requested from time to time.

Key Relationships and Stakeholders

- Better Health North East Melbourne collaborative agency executives and staff: Eastern Melbourne Primary Health Network (EMPHN), North Western Melbourne Primary Health Network (NWMPHN), Austin Health, Banyule Community Health, Darebin Community Health, Department of Human and Health Services and healthAbility.
- General Practitioners
- Clinicians
- Community Health agencies

Knowledge, Skills & Experience

Qualifications

Key Selection Criteria

- Excellent communication and interpersonal skills, both written and verbal.
- Appropriate tertiary qualifications in health policy/program delivery, project management, and/or communications. This may include progress or completion towards a post-graduate qualification.
- Demonstrated high-level leadership and change management skills.
- Significant experience in project management, preferably within a health or primary healthcare setting.
- Excellent understanding of best-practice project, change or quality management within the health sector.
- Exceptional influencing, conflict resolution and relationship management skills including the ability to develop and maintain strong collaborative partnerships.
- Capacity to work both autonomously and in a self-managed team environment on a range of diverse issues to meet stringent project quality requirements.
- Successful writing experience in order to facilitate collective responses.
- Demonstrated advanced conceptual, analytical, evaluation and skills.
- Demonstrated ability to develop and successfully implement creative solutions to complex systemic and organisational problems.
- Strong record of experience within a large, complex healthcare organization.

Key Capabilities & Attributes

- Exemplifies the EMPHN's values
- Effective communication including motivation, negotiation and conflict resolution skills
- Develops self and others
- Optimism and positivity
- Resilience and self-care
- Adaptability and continuous improvement focus
- Demonstrated understanding of organisational change concepts and practices
- Teamwork and collaboration
- Strategic perspective with a keen ability to also consider the detail

EMPHN ORGANISATIONAL INFORMATION

Our Vision

Better health outcomes
Better health experiences
An integrated health care system.

Our Mission

With our partners, we facilitate health system improvement for people in eastern and north eastern Melbourne.

Our Values

Leadership
Understanding
Outcomes
Collaboration.

Our Strategic Priorities

Addressing health gaps and inequalities.
Enhancing primary care.
Leveraging digital health, data and technology.
Working in partnerships to enable an integrated service system.
A high performing organisation.

Organisational Environment

Additional information about EMPHN is available by visiting the website: www.emphn.org.au

SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Provide and maintain so far as is practicable a working environment that is safe and without risk to health. Take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and EMPHN policies and standards and promote a working environment that is congruent with these policies and standards.

Comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

TRAINING AND DEVELOPMENT

You are expected to participate in personal development processes as required.

QUALITY

You are responsible for ensuring safe, high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family-centred care.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. All staff are bound by the Information Privacy Act 2000 and the Health Records Act 2000.

EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

PERFORMANCE DEVELOPMENT

A performance review, that includes agreed targets, will occur three (6) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review your personal and Program performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, and documented, discussed and agreed with by your Executive Director and the Chair of the BHNEM Governance Group, who will act as assessors. You are expected to demonstrate and show evidence of on-going self-development on an annual basis.

The performance review will be carried out by the Chair and one other member of the BHNEM Governance Group.

ADDITIONAL REQUIREMENTS

Current Driver’s License and Reliable Vehicle

- Use of own vehicle may be required with reimbursement of mileage at current ATO rate of reimbursement.

National Police Records Check

- Employment is subject to a satisfactory national police check. This will be undertaken and paid for by the employee.
- **Working with Children Check**

NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the EMPHN Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Signed:.....

Executive Director, Innovation & Integration, Eastern Melbourne PHN

Date: ____/____/____

<p>INCUMBENT STATEMENT</p> <p>I _____ (Incumbent Name) have read, understood and accepted the above Position Description.</p> <p>Signed: _____ Date: ____/____/____</p>
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Leadership

We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in improving health care.

Collaboration

We enable those that touch the system to design the system through sharing knowledge, evidence, experience and expertise. We work together across teams for shared outcomes.

Outcomes

We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste.

Understanding

We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.

Reviewed by:	<i>Insert person and position title</i>	Date:	
Approved by:	<i>Insert person and position title</i>	Date:	