

## Position Description

<b>Position Title</b>	Program Facilitator – Digital Health
<b>Reports To</b>	Program Manager – Digital Health
<b>Business Unit</b>	PDSE
<b>EMPHN Classification</b>	Band 4

### EMPHN Values

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. Our organisational values underpinning the work we do are:



### Purpose of Position

The Program Facilitator is responsible for specific programs, projects or key areas of focus with the view of delivering outcomes across the EMPHN catchment through utilising expertise, individual leadership, contractor and stakeholder management and in line with the EMPHN strategy, transformation agenda and business plan.

The focus areas of the Program Facilitator may include, but are not limited to, Chronic and Complex Conditions, General Practice, Digital Health, Aboriginal & Torres Strait Islander Health and Wellbeing, Mental Health, Alcohol and Other Drugs as well as Suicide Prevention.

The facilitator may be involved in program delivery working with commissioned service providers to meet consumer or system needs or direct delivery of programs to meet system of provider needs as required by the program and funding. The incumbent may also support key priorities across EMPHN by driving change, facilitating integration, improvement identification and participation in cross functional teams to ensure all aspects of planning, design and evaluation and integrated with program delivery.

### Key Relationships and Stakeholders

#### Internal

- Executive Leadership Team (ELT) and Board of Directors
- Various teams across EMPHN
- Leaders across the organisation
- EMPHN employees and contractors

#### External

- People with lived experience, consumers and carers
- Commissioned Service Providers/Contractors
- Formal Collaboratives/Alliances
- EMPHN Clinical Council & Community Advisory Committee
- Representatives of key service providers in EMPHN catchment
- Local Health Networks (LHN's) and Community Health Services
- Primary care providers (General Practice) and Health Professionals
- Victorian and Tasmanian PHN alliance (VTPHNA)
- Government and Community Stakeholders

### Key Accountabilities

#### Program Facilitation

- Support the delivery of planned outcomes by providers, including supporting the development, evaluation and continuous improvement of program delivery.
- Drive the delivery of program and project plans through effective program facilitation of commissioned or directly delivered programs ensuring outcomes are achieved.
- Support an integrated approach to the delivery of programs and projects in line with approved program and business plans by providing material input into the operationalisation, delivery and communication of integrated programs/projects.
- Support the delivery of specifically allocated programs in order to achieve overall health system improvements, whilst also working with internal and external stakeholders to identify enhancement opportunities and develop solutions in response to identified need.

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- Draw upon up-to-date contemporary knowledge and expertise in relevant focus areas to enable the successful delivery of specific programs and projects.
- Work with internal EMPHN teams across the commissioning cycle to facilitate the delivery of programs to the EMPHN community including material input into needs assessments, solution design, procurement and contracting and evaluation.
- Utilise community and stakeholder data to actively build relationships, inform strategy, shape service, build capacity and improve health outcomes.
- Support ongoing participation of EMPHN in Primary Care Collaboratives and other relevant working groups, collaborations or networks as required.
- Critically analyse data to clearly inform solutions and identify improvements for all programs/projects.
- Engage with others, through informed and timely two-way, cross team communication and a team-based approach to create opportunities to contribute to outcomes and maintain continuous improvement that is aligned to the program and overall business plans.

### Individual Leadership

- Role model the desired culture, consistent with EMPHN's values and behaviours, including the modelling of a practical and positive approach to health, safety, diversity, inclusion, wellbeing, and environment.
- Drive outcomes in the specific program and/or area of focus, ensuring alignment with other programs of work at EMPHN and maintain effective delivery of planned outcomes.
- Provide leadership, coaching and education to both internal and external relevant people in the particular skill sets or area of specialisation.
- Lead, through role modelling and delivery of work, practices that comply with relevant regulatory and legislative requirements, whilst complying with policy, procedures and systems to deliver on operational program outcomes.
- Be a strong advocate for change, both internally and externally, for new health initiatives with the aim of improving patient and provider experience, improve health outcomes, and increase program delivery value.
- Enable optimum performance in the team through individual leadership, team engagement and ongoing learning.

### Stakeholder Engagement and Relationship Management

- Drive effective relationships and communications ensuring EMPHN remains a trusted advisor to stakeholders.
- Foster strong partnerships between EMPHN and local communities, health professionals, health care service providers, consumers, and patient groups.
- Coach external stakeholders including general practices and relevant other bodies in health system integration, patient care and/or redesign work.
- Ensure effective and strong relationships with stakeholders, partner organisations, funding bodies, government and non-government agencies and other relevant organisations in a manner consistent with EMPHN values to meet strategic goals.
- Represent the organisation effectively by actively promoting and developing the identity of EMPHN to all stakeholders including local and regional health related organisations and the broader community.
- Attend relevant meetings and collaborate on relevant information as required both internally and externally to EMPHN.

### Innovation and Improvement

- Work within the context of EMPHN's overall business plan, identify priority areas within the program and utilise this to define improvement opportunities.
- Initiate evaluation methodologies to ensure implementation of improvements across programs/focus areas.
- Contribute to continuous improvement, maintaining a focus on innovation and informed by evidence and research.
- Participate in and where appropriate lead the commissioning cycle with a focus on problem definition, diagnostics, designing solutions, and evaluation.

### Business Management

- Contribute to setting performance standards and measures for programs of work and provide timely and accurate information, reports and advice on performance, governance and risk management.
- Provide regular updates to Program Managers, to facilitate decision making, risk management and long-term planning.
- Contribute to the implementation of quality systems within areas of responsibility ensuring quality outcomes are achieved.
- Maintain accurate records in EMPHN systems including CRM, Zen and Tickit.
- Assist in identifying regulatory, legal requirements and government reporting regulations impacting the program(s).

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- As required, drive the commissioning process in a timely manner and in line with EMPHN’s Commissioning framework.
- Assist in identifying risks and ensure any risks arising from commissioning and/or procurement are minimised.
- Undertake the management and evaluation of contract payments and other deliverables as required.
- Support the development of annual program budgets and work plans that support the program of work or areas of focus.
- Apply sound financial management practices to relevant programs/projects and be responsible with funds as allocated.
- Experienced facilitators may provide line management support or mentoring to other team members.
- Contribute to risk identification, management and mitigation consistent with risk management policies and procedures.
- Timely and accurate reporting to relevant managers and key internal and external stakeholders as required.

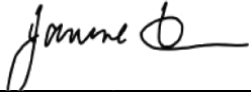
### Qualifications

- Relevant tertiary qualifications in health or related discipline are preferred.
- Post Graduate qualifications and/or certification in Health or Project Management are desirable but not essential.

### Key Capabilities, Skills and Experience

- Relevant demonstrable knowledge and experience of the health sector, including contemporary health policy and reform, service pathways and acute/primary care interface.
- Experience facilitating program delivery in an acute, primary care, community health environment or similar health service.
- Understanding of models of care and enabling meaningful implementation for the EMPHN population and service system.
- Proven experience as an operational contributor with a focus on delivering programs in line with the business plan.
- Demonstrated project management experience working in a cross functional and agile manner, to improve performance, quality and outcomes.
- Significant demonstrable experience in coordinating and managing successful multi-stakeholder projects or programs, including an ability to work effectively under pressure to ensure program outcomes are achieved.
- Demonstrated analytical, data interpretation and problem-solving skills in order to develop ideas and opportunities.
- Interpersonal and influencing skills with an ability to gain acceptance, support and cooperation of others.
- Verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively.
- Intermediate Information Technology systems/software skills in order to effectively delivery on required outcomes.

### Approval and Review

<b>Approved by</b>	Janine Wilson	<b>Date:</b>	1/05/2021
<b>Signature</b>			
<b>Next Review Date</b>	1 July 2022		