

Position Description

Position Title:	HealthPathways Facilitator		
Reports to	HealthPathways Melbourne Lead		
Directorate	Strategy and Outcomes		
Business Unit	Digital Health		
Number of Direct Reports	NA	Budget Responsibilities	Nil
EMPHN Classification	Band 3		

Reviewed by:	Megan McCreadie – HR Business Partner	Date:	20/11/2017
Approved by:	David Millard – Manager Integration and Digital Health	Date:	20/11/2017

About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities will be:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.



Leadership	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
Understanding	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
Outcomes	<i>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</i>
Collaboration	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

Purpose of Position

Primary Purpose of the Position

This position will be essential to assist in the promotion, and advocate for the use of clinical pathways across the region. The role aims to:

- support a positive engagement strategy for collaborative development and uptake of clinical pathways with GPs, hospitals and other sector partners within and across the catchment.
- assist in the development, promotion, and implementation of HealthPathways in collaboration with GPs, LHN's and other sector partners
- work to enhance the capacity of General Practices through clinical care pathways to ensure the right care is provided in the right place at the right time and is informed by best practice.

Key Relationships and Stakeholders

- General Practitioners
- Pharmacists
- Allied Health Providers
- Medical Specialist
- Aged Care Facilities
- Tertiary Health Services
- Community based health services
- Private Hospitals
- Eastern Melbourne Primary Health Network (PHN) partners
- Eastern Melbourne PHN employees as required.

Accountabilities

HealthPathways

- To work as a member of the HealthPathways Melbourne team.
- In consultation with the management and team of Eastern Melbourne and North Western Melbourne, support a strategic engagement plan that will deliver on the agreed goals of a single suite of clinical pathways for the Melbourne metropolitan region.
- Work to ensure that the Clinical Care pathway engagement framework and strategy clearly aligns, integrates and supports the work of the related teams' strategies.
- Actively support the organisation to engage and integrate PHN programs into the broader health system
- Work with the HealthPathways Coordinator/Lead, and other relevant parties, to identify clinical priorities for pathway localisation or development.
- GP education and up-skilling required to support the clinical pathway;
- Clinical audit and evaluation mechanisms for the clinical pathways;
- Work with HealthPathways Lead to implement Innovative models of care identified by the working group(s) to resolve existing deficits in service provision or address emerging needs.
- Monitor and communicate relevant trends in clinical practice and changes in the local service system.
- Represent EMPHN to external parties in a professional manner, and promote its role in better coordinating patient care across the acute and primary care interface.

Operations

- Identify subject matter experts to sit on the Working Group(s) or provide advice on the content of the web-portal as required.
- Compile the required information to document how patient assessment, management and referral for specific medical conditions will be performed.
- Where appropriate, enlist the assistance of the HealthPathways Coordinator/Manager to collate information on specialist, allied health and other relevant services.
- In collaboration with the HealthPathways Coordinator/Manager, provide web content to the HealthPathways Melbourne team who are responsible for editing the material, applying a consistent writing style and format, and publishing it on the draft web-portal.
- Review the material published by the HealthPathways Melbourne and Australasian draft web-portal for accuracy and completeness.

Position Description

- Coordinate a review of draft material by members of the Working Group(s) and other stakeholders as appropriate.
- Coordinate the approval and publication of the HealthPathways, and associated material, on the live web-portal.
- Plan the cut-over process (transfer from the draft to the live web-portal) in collaboration with the Coordinator/Manager.
- Provide progress updates and reports as requested.

Team

- To support the manager and staff within or engaged to work with the Digital Health team.
- Other duties as reasonably required.
- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures
- Work in a manner that upholds EMPHN Values of **Leadership, Collaboration, Outcomes** and **Understanding**.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.
- Promote primary health care in a positive manner at all times.

Health and Safety

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

Qualifications

- Tertiary qualification and/or relevant experience in health care, education or related health field

Desirable

- Project Management qualification/certification and / or relevant comparable experience

Knowledge, Skills & Experience

Core Competencies/Key Selection Criteria

Sector Knowledge

- Experience working within Health Sector with relevant experience in working with GPs and other primary care stakeholders

Position Description

- Demonstrated understanding and knowledge of the Victorian health system and in particular the Primary Health sector – with an emphasis on current understanding of primary care, systems, concerns issues.
- Understanding of information systems in the primary health arena and demonstrated experience and understanding of primary health provider software.
- An understanding of the privacy requirements and the sensitivities of working with health information and dealing with confidential and sensitive information in a professional manner

Communication & Interpersonal Skills

- Excellent written and verbal communication ability, attention to detail, and high level presentation skills with evidence of delivering successful group education / training events.
- Strong interpersonal and relationship building skills with a proven ability to build and maintain collaborative relationships with a wide range of internal and external stakeholders

Analytical

- Demonstrated analytical and problem solving skills in order to develop ideas and opportunities.
- Demonstrated ability to report on activities undertaken.
- Demonstrated project management skills with the ability to undertake a variety of planning, improvement, audit and quality related projects.
- Experience in rolling out projects and system reform initiatives into primary care
- Experience in coordinating multiple projects and tasks

Personal Qualities

- Well-developed communication, facilitation, analytical, problem solving and influencing skills with ability to build effective relationships to achieve agreed outcomes across a broad range of stakeholders
- Ability to work independently using professional judgement to manage complex matters, and also the ability to work as part of a team.
- Capacity to be a self-starter and identify new opportunities within the team's scope.
- Capacity to adapt work output that is impacted by an agile and changing environment.
- High level skills in Microsoft Office
- Hold a current Victorian Driver's License

Desirable Competencies

- Experience in promotion and adoption of HealthPathways into General Practice
- Experience and understanding of the mental health landscape and how it impacts upon general practice and other primary health providers