

## Position Description

<b>Position Title:</b>	Integration facilitator- Sector Capacity		
<b>Reports to</b>	Manager Integration & Sector Capacity		
<b>Directorate</b>	Integrated Care		
<b>Business Unit</b>	Integration & Sector Capacity		
<b>Number of Direct Reports</b>	Nil	<b>Budget Responsibilities</b>	Nil
<b>EMPHN Classification</b>	Band 3		

<b>Reviewed by:</b>	Megan McCreddie – HR Business Partner	<b>Date:</b>	01/12/2017
<b>Approved by:</b>	Narelle Quinn – Manager Integration & Sector Capacity	<b>Date:</b>	08/12/2017

### 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.



<b>Leadership</b>	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
<b>Understanding</b>	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
<b>Outcomes</b>	<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>
<b>Collaboration</b>	<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

The purpose of this position is to lead and implement projects that promote and enhance the fundamental role of general practice in the coordination and delivery of primary health care across the region.

### Key Relationships and Stakeholders

- General Practices (GPs, Practice Nurses, Practice managers and staff)
- Eastern Health
- Northern Health
- Monash Health
- Austin Health
- Community based health services
- Peak bodies
- Primary Care Collaboratives
  - Eastern Melbourne Primary Health Care Collaborative (EMPHCC) partners
  - Better Health North East Melbourne (BHNEM) Collaborative partners
  - Shared vision for the North

- Southern Health Connect

## Accountabilities

### Key Accountabilities

#### *Leadership*

- Coach external stakeholders including general practices and LHNs in building their capacity to provide high quality primary care.
- Provide leadership to both internal and external stakeholders in particular skill sets or area of specialisation.

#### *Stakeholder & Relationship Management*

- Proactively seek and build continuous, meaningful engagement with all relevant stakeholders.
- Work in a collaborative and positive way with all stakeholders when undertaking the work of EMPHN.
- Keep accurate records in CRM and utilise stakeholder data to actively build relationships, inform strategy, increase capacity and improve health outcomes.
- Support ongoing participation of EMPHN in Primary Care Collaboratives and relevant working groups as required.

#### *Communications & Interpersonal*

- Promote safety and quality in general practice through the communication of information that promotes best practice.
- Work with internal and external stakeholders to champion the role of general practices in primary care.
- Working collaboratively with stakeholders in implementing or commissioning services that improve the capacity of health services/practitioners to improve health outcomes.
- Work collaboratively within their team, wider organization and stakeholders to inform, champion and optimise the role of general practices in primary care.
- Ensure portfolios/projects for which you are responsible are communicated and integrated across all parts of the business.

#### *Improvement & Innovation*

- Promote continuous improvements in quality and outcomes through increasing the capacity of primary care providers to provide high quality primary care;
- Develop and implement projects that seek to increase the capacity of primary care to provide high quality care for improved outcomes.

#### *Analytical & health informatics*

- Critically analyse data to clearly inform solutions.
- Undertake appropriate research and analysis of issues to find suitable solution.
- Undertake robust and regular diagnostics to establish full understanding of health need relevant to the work being undertaken.
- Comply with internal and funder reporting requirements as required.

#### *Commissioning*

- Apply commissioning framework when appropriate.
- Drive commissioning process - consistent with EMPHN Commissioning framework – in a fair, timely and equitable manner.
- Ensures risks arising from Commissioning and/ or procurement are minimized
- Undertake management and evaluation of contract payments and other deliverable.
- Apply sound financial management practices to work and be responsible with funds as allocated.

### Team

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- 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 which 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.

### 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 qualifications in health sciences or equivalent.
- Desirable – Project Management qualification/certification.

## Knowledge, Skills & Experience

### Core Competencies/Key Selection Criteria

- Relevant experience in the primary care or acute/subacute health care sector
- Demonstrated experience in building the capacity of health care providers, practices or organisations
- Well developed quality improvement knowledge and skills.
- Demonstrated experience coordinating and managing successful multi-stakeholder projects or programs, including an ability to work effectively under pressure.
- Well-developed interpersonal skills and an ability to form effective professional relationships and networks with a broad range of geographically dispersed stakeholders at all levels.
- Demonstrated in-depth understanding of the Victorian health system and current health policy challenges and reform directions for the primary care sector.
- Demonstrated project management skills with the ability to undertake a variety of planning, improvement, audit and quality related projects.
- Demonstrated analytical and problem solving skills in order to develop ideas and opportunities.
- Well developed data interpretation and presentation skills.
- Excellent written and verbal communication ability, attention to detail, and high level presentation skills.
- Well-developed computer skills.
- Current driver's license.

### Personal Qualities

- Highly developed leadership qualities.
- Capacity to be a self-starter and identify new opportunities within the team's scope.
- Ability to work independently using professional judgement to manage complex matters, and also the ability to work effectively as part of a team.
- An ability to build and maintain relationships with internal and external partners and key stakeholders at all levels.

### Desirable Knowledge and Skills

- Experience in engaging healthcare professionals from different professions.
- An understanding of commissioning.

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- Capacity to integrate any relevant knowledge that complements the objectives of the organisation.