

## Position Description

<b>Position Title:</b>	Facilitator- Redesign		
<b>Reports to</b>	Manager Integration & Redesign		
<b>Directorate</b>	Integrated Care		
<b>Business Unit</b>	Integration & Redesign		
<b>Number of Direct Reports</b>	Nil	<b>Budget Responsibilities</b>	Nil
<b>EMPHN Classification</b>	Band 3 or Band 4		

<b>Approved by:</b>	Harry Patsamanis – Executive Director Integrated Care	<b>Date:</b>	05/04/2017
<b>Review Date:</b>	June 2019		

### 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 system redesign initiatives and drive change across the health system, focusing on system integration and redesign ensuring the organisation meets its key strategic priorities.

### Key Relationships and Stakeholders

- General Practices (GPs, Practice Nurses, Practice Managers and staff)
- Local Health Networks (LHNs)
  - Eastern Health
  - Northern Health
  - Monash Health
  - Austin Health
- Community health services
- Peak bodies
- Primary Care Collaboratives
  - Eastern Melbourne Primary Health Care Collaborative (EMPHCC) partners
  - Better Health North East Melbourne (BHNEM) Collaborative partners

## Accountabilities

### Key Accountabilities

#### *Leadership*

- Coach external stakeholders including general practices and LHNs in health system integration or patient care redesign work.
- Provide leadership, coaching and education to both internal and external stakeholders in particular skill sets or area of specialization.

#### *Stakeholder & Relationship Management*

- Proactively seek and build continuous, meaningful engagement with all relevant stakeholders.
- Work collaboratively and in a positive way with others and in the work of EMPHN.
- Keep accurate records in CRM and utilise stakeholder data to actively build relationships, inform strategy, shape service 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 primary care through the communication of information that promotes best practice.
- Work with internal and external stakeholders to champion the role of primary care.
- Work collaboratively with stakeholders in implementing or commissioning services that redesign health services to improve health outcomes.
- Work collaboratively within their team, wider organisation and stakeholders to inform, champion and optimise the role of 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 redesigning patient pathways and health care delivery;
- Develop and implement beginning to end projects that seek to redesign patient pathways and health care for improved outcomes.

#### *Analytical & health informatics*

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

#### *Commissioning*

- Apply commissioning framework when appropriate.
- Drive - where allocated - commissioning process, consistent with EMPHN Commissioning framework, in a fair, timely and equitable manner.
- Ensure risk arising from Commissioning and/ or procurement are minimized
- Undertake the management and evaluation of contract payments and other deliverable as required.
- 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 working within a primary care, sub-acute and/or acute health environment.
- Demonstrated system level redesign skills.
- Demonstrated 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.
- 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.
- 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.

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## Desirable Knowledge and Skills

- Experience in engaging healthcare professionals from different professions.
- An understanding of commissioning.
- Capacity to integrate any relevant knowledge that complements the objectives of the organisation.