


Position Description

Position	Project Manager – Complex Patient Redesign	 <p>phn EASTERN MELBOURNE</p> <p>An Australian Government Initiative</p>
Business Area	Innovation and Integration	
Reports to	Lucien Deane-Johns, Manager Improvement and Integration	
Location	Box Hill	
Direct Reports	Nil	
Version and Date	Version 1.0, 28/04/17	

The EMPHN Board have endorsed these principles which guide the development and implementation of its business model:

EMPHN will:

- Build and use evidence to underpin innovation in models of care and reform in the health system which promote optimum health outcomes for the population.
- Ensure equitable access by the communities within the catchment.
- Strengthen primary care and facilitate coordination and integration between professional groups, care providers, education providers (specifically the tertiary sector and Universities) and researchers across the system.
- Engage communities and patients in the design and evaluation of services.
- Develop effective partnerships to reduce duplication and maximise expertise.

Our Values:

Leadership	We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in improving health care.
Understanding	We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.
Collaboration	We enable those who 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.

Primary Purpose of job

This position is responsible for 2 key EMPHN initiatives:

1. The leadership, management and development of the *Changing healthcare for the better: People with complex needs* project, under the auspices of the Better Health North East Melbourne (BHNEM) collaborative. This position will be specifically focussed on the primary care service system and client cohorts on a trajectory towards complexity, and will work alongside the *Project Manager – Complex Patient and HealthLinks*, from Austin Health.
2. The leadership, management and development of a complex patient redesign project, under the auspices of the Eastern Melbourne Primary Health Care Collaborative (EMPHCC). This position will drive the development of a project relating to 'rising risk' client cohorts in primary care and will also participate in an adjoining project with Eastern Health relating to the HealthLinks: Chronic Care project.

Position Description

Key Selection Criteria

Qualifications/Technical Expertise

- Relevant tertiary qualifications in a health or related field relevant to the position.
- Extensive experience understanding complex health system problems.
- Proven project management, change management and quality improvement experience and skills within the health care sector.
- 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.
- An understanding of PHNs, and commissioning and codesign principles when undertaking system redesign projects.
- Influencing and relationship management skills, including the ability to negotiate successful shared outcomes and to effect change in projects with collaborative arrangements.
- High level written and verbal communication skills and the ability to prepare complex reports and submissions.
- Demonstrated analytical and evaluation skills.
- Proven ability to lead and motivate stakeholders, to establish priorities and manage competing deadlines for self and others.
- Demonstrated understanding of the Victorian health system and current health policy challenges and reform directions.

Personal Qualities

- You are a forward thinking and proactive leader who leads by example and supports stakeholders to create and drive innovation.
- You constantly strive for excellence in service delivery and advancement.
- You are a dedicated professional who respects and collaborates with others and is fully accountable for your actions.
- You demonstrate self-management, use information about self to build a broader understanding of your own behaviour and the impact it has on others, and seek ways to manage and improve yourself.

Other

The following are mandatory requirements for the position.

- Police checks with no adverse results.
- Hold a current drivers licence if your position requires you to drive for business purposes.

Key Accountabilities

Management of the *Changing healthcare for the better: People with complex needs* project

- Work in close collaboration with the Project Manager – Complex Patient and HealthLinks at Austin Health to deliver the project.
- Lead and develop the *Changing healthcare for the better: People with complex needs* collaborative working group, and assist with the administration of the group, with an emphasis on consumers on a trajectory towards complexity and a focus on community based service delivery interventions.
- Track, document, communicate performance, deliverables and outcomes to the Manager – Improvement and Integration, and to senior stakeholders at Austin Health, BHNEM collaborative groups and EMPHN platforms as required.
- Manage project quality, risk and performance, ensuring agreed timelines are met.
- Actively build relationships with stakeholders, including consumers, necessary for project success, and escalate any issues as required.
- Contribute to the development of project management tools for this project, as they apply in a commissioning environment, and champion these methodologies within EMPHN.
- Ensure codesign principles and stakeholder consultation is built into all improvement activities related to the project.
- Participation in other EMPHN or BHNEM projects as directed.

Position Description

Eastern Melbourne Primary Health Care Collaborative Complex Patient Redesign Project

- Work in close collaboration with the EMPHCC to scope and develop this project.
- Form and develop a working group to drive this project, and lead its administration.
- In line with EMPHN commissioning principles and best practice project management methodologies, scope and analyse system problems relating to consumers on a trajectory towards complexity, with a focus on community based service delivery interventions.
- Track, document, communicate performance, deliverables and outcomes to the Manager – Improvement and Integration, and to EMPHCC collaborative groups, stakeholder agencies and EMPHN platforms as required.
- Manage project quality, risk and performance, ensuring agreed timelines are met.
- Actively build relationships with stakeholders necessary for project success, and escalate any issues as required.
- Contribute to the development of project management tools for this project, as they apply in a commissioning environment, and champion these methodologies within EMPHN.
- Contribute to the develop of teams at EMPHN with respect to project management expertise, quality, commissioning, improvement and health system redesign and innovation.
- Ensure codesign principles and stakeholder consultation is built into all improvement activities related to the project.
- Participation in other EMPHN or EMPHCC projects as directed.

Expectations of All Staff

All staff within the EMPHN are expected to:

- Comply with all of EMPHN's policies and procedures.
- Comply with all occupational health and safety legislation and regulations.
- Comply with all other Commonwealth and State legislation relevant to the organisation.
- Work in a collaborative fashion with GPs, practice staff and stakeholders.
- Uphold and enhance the reputation of EMPHN.
- Maintain the highest level of integrity in the conduct of the EMPHN business.
- Maintain strict confidentiality while employed by EMPHN, and at all times thereafter, as to the organisation's membership list, data, operating procedures, and financial information.