

POSITION DESCRIPTION

Position Title:	Project Officer Health Care Homes and Healthy Weight Initiative
Location:	Flexible (Newcastle, Erina, Tamworth)
Reporting to:	Health Care Home Team Leader
Direct Reports:	None
Position Classification:	2. Support Officer

Purpose of Position

The primary purpose of this role is to support practices through the implementation of the Health Care Home (HCH) and Healthy Weight initiatives with the goal of improving the health outcomes of people in the Hunter New England and Central Coast regions. The Project Officer will be responsible for providing training, clinical and change management support to primary care providers.

The model is structured around the patient choosing a general practice to be responsible for coordinating the comprehensive care that patients with chronic and complex conditions need on an ongoing basis. This partnership between the patient and the practice is then supported by and integrated with a practice team and other relevant clinical services in the community.

The Healthy Weight initiative aims to work with patients who are in an unhealthy weight range without diagnosed chronic disease to make healthy lifestyle changes in an attempt to prevent the development of chronic disease. This initiative aims to focus not simply on the patient themselves but also the community in which they live in order for sustainable lifestyle changes to be encouraged.

Key working relationships include: General Practice staff, private health care provider staff, Practice and System Support team and Hunter New England Local Health District staff.

Key Responsibilities

Build capacity in general practice and primary care

- Participate in the development of alternate models of care for practices to adopt and implement within their practice
- Provide support and direction to facilitate practice based and identified change using recognised change management methodologies
- Contribute to the development of a resource library for use by the Primary Health Care Providers including tools such as webinars, information sheets and other promotional material
- Undertake education and training as required to ensure appropriate skill level is developed and maintained, particularly pertaining to the nominated specialties
- Deliver training to practice staff and other health care providers in line with the Health Care Home training program
- Using the training evaluation mechanisms to provide ongoing feedback to AGPAL for improving the suite of education resources

- Utilisation of a wide range of education delivery methods

Support business management systems

- Provide advice, support and resources on the application and use of the business systems within the Health Care Home framework
- Provide advice, support and resources on models of care to support the implementation of the Health Care Home program and how this impacts use of the MBS (SIP/PIP) and PBS framework

Employ strategies to drive the use of technology and innovation

- Support the utilisation of MyHealthRecord and the upload of Shared Health Summaries
- Support the adoption of data sharing tools
- Encourage the adoption and use of Telehealth, IMIT business improvements, secure messaging, electronic prescribing, clinical software and data extraction systems to drive Digital Health efficiency and uptake

Develop Implementation Plans with General Practice

- Develop and implement plans to enable the roll-out of Health Care Home models of care for each allocated general practice
- In conjunction with practices agree key performance indicators with a focus on patient health outcomes
- Report on the key performance indicators for allocated practices

Work Health and Safety – relevant text must be included in all position descriptions

While at work, a worker must:

- Take reasonable care of his or her own health and safety and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- Comply so far as the worker is reasonably able, with any reasonable instruction by management and comply with HNECC policies and procedures relating to health and safety

Other

- Have access to confidential data and information, and to preserve the confidentiality of these in accordance with relevant policies and procedures
- Display an attitude and behave in a manner that is in keeping with the HNECC PHN Core values and guiding principles (respect, innovation, accountability, integrity and cooperation)
- Identify and develop enhancements and add value to the existing processes through the development of continuous improvement opportunities
- Provide a “no wrong door” service approach to enquires which is courteous, friendly, supportive and professional to achieve a prompt response
- Maintain an awareness of Indigenous health issues and an ability to work in a culturally sensitive manner with an ability to support team members working in a cross cultural environment

Selection Criteria

Essential Criteria

- Formal qualifications in health and/or experience within the primary health care environment
- Demonstrated ability to implement alternate models of care with primary health environment
- Demonstrated ability to develop and maintain effective relationships with key stakeholders
- Demonstrated ability to influence stakeholder behaviour and the adoption of change

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- Demonstrated ability to remain calm under pressure and manage multiple deadlines
- Demonstrated effective written and verbal communication skills
- Demonstrated ability to work autonomously, under the direction of a remote management, and effectively form relationships to enhance collaboration between the geographically dispersed internal stakeholders.
- Familiarity with the practice software and systems, Digital Health and other technologies used in primary health care

Desirable Criteria

- Qualifications in a health discipline/ qualifications
- Formal training in change management
- Cert IV in Training and Assessment

Special Conditions

- Some out of hours work on evenings and weekends will be required for which flexible working hours may be negotiated with manager.
- Regular travel required including overnight travel

Appointment Pre-requisites

- Certification of tertiary qualifications and professional memberships
- Verification of current NSW drivers licence
- Access to a comprehensively insured motor vehicle
- National Police Check

Acceptance of Position

I hereby accept the position as outlined in the above points and agree to abide by the HNECC values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of additional responsibilities as elements may vary from time to time.

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Signature

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Date

Document Management			
Senior Portfolio Manager – Practice and System Support:	Kristen Short	Date:	10 th January, 2017
HR Review:	Kirby Wall	Date:	
Executive Approver:	John Baillie	Date:	10 th January, 2017