

# POSITION DESCRIPTION

|                        |                                                                                                     |
|------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Position title:</b> | Primary Care Navigator -Supporting People with Intellectual Disability Access Health (SPIDAH) Pilot |
| <b>Department:</b>     | Service and System Integration                                                                      |
| <b>Reports to:</b>     | Senior Manager Workforce Development                                                                |
| <b>Direct reports:</b> | nil                                                                                                 |
| <b>Hours per week:</b> | 38                                                                                                  |
| <b>Duration</b>        | Fixed term until 30 <sup>th</sup> June 2024                                                         |

## Western Victoria Primary Health Network

Western Victoria Primary Health Network (WVPHN) is responsible for increasing the efficiency, effectiveness and coordination of health services for patients, particularly those at risk of poor health outcomes.

Working together with community and health industry partners, WVPHN is committed to strengthening the primary healthcare system, based on local needs. Our four regional centres in Ballarat, Geelong, Horsham and Warrnambool, drive local engagement and ensure strong rural and regional connections, through the development of local community and clinical councils.

### Vision

Quality and accessible primary health care for Western Victoria

### Values

**Respect:** listen, value and respond

**Connect:** engage, collaborate and empower

**Lead:** question, innovate and pioneer

### Position purpose

Western Victoria Primary Health Network (WVPHN) received funding for a pilot project to improve the capacity of primary healthcare services to deliver better health outcomes for people with intellectual disabilities through person-centred, best-practice and integrated health care.

The main objectives of this project include:

- **Strengthening pathways and connections** between acute, primary, residential and community services
- **Providing expertise** to support people with intellectual disabilities, carers, and primary care providers
- **Resourcing primary care** to strengthen capacity to appropriately respond, monitor, and support people with intellectual disabilities
- **Contributing to the development of resources and data**
- **Ensuring equitable access** to health prevention and promotion programs.

The Primary Care Navigator is responsible for driving planning, delivery and evaluation of the project to improve the capacity of primary care providers to support health outcomes of people with intellectual disabilities. The role will require engagement and communication activities with external stakeholders, to develop and embed education, policies and processes into primary healthcare and to strive for local health system integration. Working with WVPHN internal programs and aligning to existing processes will ensure the project initiatives are sustainable beyond project timelines. The role will be part of the Workforce Development team and will contribute to general workforce capacity building activities to ensure project focus is incorporated.

## Key accountabilities

### Project Management:

- Contribute to and deliver in line with project timelines, on the SPIDAH Pilot project management plan, in line with the Project Management Office (PMO) of WVPHN.
- Engage and coordinate key stakeholders including community members, general practice, health services and project partners
- Work collaboratively with other project team members to achieve the project outcomes
- Participate in project meetings and assist with reporting requirements

### Communications and Engagement

- Provide excellent, high level, engaging communication across all stakeholders
- Provide advice, secondary consultation and care navigation to community members and primary care providers
- Liaise with and ensure ongoing engagement and commitment to the project by all relevant stakeholders
- Develop and implement a communications plan that maintains a high level of awareness amongst key stakeholders, facilitates information flow and promotes transparency and accountability.

### General

- Understand and comply with the Code of Conduct for employees and other related policies and procedures
- Demonstrate commitment to organisational values at all times
- Ensure that primary health care is promoted in a positive manner
- Adhere to and maintain confidentiality in accordance with the Confidentiality Statement

## WHS responsibilities

The Board of Directors and Executive Team recognise the moral and legal responsibilities in providing a working environment for its employees, volunteers, contractors, visitors, stakeholders and the general public, that is safe and healthy.

Western Victoria PHN promotes a safety culture throughout the organisation that ensures that every employee actively participates in the health and wellbeing of themselves and their co-workers. All employees are expected to embrace this culture in line with the values of the organisation. All staff are expected to be aware of and participate in their duty of care in the workplace as outlined in induction and organisational policies.

## Physical requirements and environmental conditions of the role

The following table identifies the physical and psychological work environment characteristics that are inherent requirements of the role. Where possible, Western Victoria PHN will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of their roles.

| Required activities/working environment | Frequency |
|-----------------------------------------|-----------|
|-----------------------------------------|-----------|

|                                                                                                                                                                                   |              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Computer based tasks, sedentary position, office based                                                                                                                            | Often        |
| Repetitive manual tasks                                                                                                                                                           | Rarely       |
| Driving, in & out of vehicles                                                                                                                                                     | Occasionally |
| Walking, climbing stairs, bending                                                                                                                                                 | Occasionally |
| Working alone or at a co-located site                                                                                                                                             | Occasionally |
| Confrontational/confronting situations (Due to the nature of our work there may be times when staff are exposed to behaviour, language and/or situations that can be confronting) | Rarely       |
| Working outside in differing weather conditions                                                                                                                                   | Never        |
| Attending external locations                                                                                                                                                      | Occasionally |

A signed pre-existing condition declaration form is required to be completed prior to commencement.

## Key Selection Criteria

### QUALIFICATIONS/EXPERIENCE/SPECIALIST KNOWLEDGE

#### Essential:

- Tertiary qualification and/ or experience in health, human services or other related discipline
- Demonstrated project management experience with multiple stakeholder projects or programs
- Demonstrated experience working in primary care
- Experience in co-design
- Capacity to work both autonomously and in a team environment on a range of diverse issues to meet project or program quality requirements
- Demonstrated analytical and evaluation skills
- Demonstrated written, verbal and facilitation skills
- Demonstrated experience in facilitating meetings and engaging multiple stakeholders in discussions
- Demonstrated influencing and relationship management skills including the ability to develop and maintain strong collaborative partnerships and create harmonious working relationships.

#### Desirable:

- Experience in working in the disability sector
- Formal project management qualifications
- High level information technology skills
- Experience in undertaking quality improvement activities
- Knowledge of and experience in the development of increasing health service co-ordination, efficiency and effectiveness.

## Employment Requirement:

- Be prepared to undergo a National Police Check, prior to appointment
- A current Victorian driver's licence

## Position enquiries

For further information regarding this position, please contact:

Fiona Quigley, Senior Manager Workforce Development, 0408 110 054

*This position description is subject to change in line with contractual requirements, the development of the organisation's strategic plan and operational needs.*