

POSITION DESCRIPTION

Position title:	Population Health Codesign Consultant
Department:	Operations
Reports to:	Population Health Program Lead
Direct reports:	0
Hours per week:	38
Duration	Fixed term until 30 June 2023

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

At Western Victoria Primary Health Network (WVPHN) we use co-design to work with other people in a genuinely collaborative and creative way to design programs and initiatives based on real human needs.

As the Population Health Codesign Consultant, you will drive the creation of user-centred solutions using a variety of communication/engagement methods, for a range of programs and initiatives. Your role will be a hybrid of population health, participatory-research and human-centred codesign. You will work closely with the Health Intelligence and Program Development and Delivery teams to ensure success. In your role you will focus on both strategic and tactical aspects of codesign projects, attending to the day-to-day delivery while keeping sight of the overall codesign objectives. You will iterate on solutions, informed by participatory research, to deliver exceptional solutions to meet the needs of those using primary care in western Victoria.

Key accountabilities

- Work with the Program Leads of Population Health and Planning, Service Delivery, and Mental Health to research the health issue to be codesigned, uncover gaps, and develop a strategic approach to expand knowledge through codesign
- Develop and deliver codesign specific to program plans and identified areas of need

- Facilitate focus-group discussions, one-on-one interviews and other participatory co-design activities; both face-to-face and virtually
- Distill codesign learnings into actionable key insights and translate findings into effective ideas for testing and validating with stakeholders
- Document, report and deliver codesign progress reports and presentations to internal and external stakeholders including executive and board level
- Work with Senior Manager Health Intelligence and Executive Director of Operations to provide budget related information
- Other duties and responsibilities as required.

General

- Understand and comply with the Code of Conduct for employees and other related policies and procedures
- Always demonstrate commitment to organisational values
- 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 Project Management, Health or related field.
- Strong organisational and project management experience required, preferably in a healthcare setting
- Experience in qualitative, participatory research, persona development, customer journey mapping
- Experience in leading workshops with participants at different learning and ability levels (from users of health care to providers of health care)
- The ability to create an inclusive experience and effectively engage participants
- Proficient in strategic concept development, and have experience with a variety of convergent and divergent thinking methods
- Understanding of Design principles and their application to human behaviour
- Excellent interpersonal skills, an empathetic disposition and are sensitive to cultural differences
- Responsible, collaborative, optimistic and inherently curious about human behaviour
- Proven effective communication with internal and external stakeholders and are adept at presenting in front of staff and external stakeholders
- You must be comfortable diving into the user-experience, the local context/ecosystem and applying behaviour change principles to ensure that insights and proven techniques inform your design solutions
- Travel to regional Partners, general practices and health services within WVPHN region will be required

Desirable:

- Experience working with low-income or vulnerable populations
- Demonstrated knowledge of primary and tertiary health service care models
- Experience in co design and community development to drive projects and program development

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:

Elyse Baker – [Elyse Baker@westvicphn.com.au](mailto:Elyse.Baker@westvicphn.com.au)

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