

POSITION DESCRIPTION

Position title:	Practice Facilitator
Department:	Operations
Reports to:	Practice Facilitation Manager
Direct reports:	Nil
Hours per week:	Up to 38 hours per week
Duration	As per contract

Western Victoria Primary Health Network

Western Victoria Primary Health Network (PHN) 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, Western Victoria PHN 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

Benefits of working with Western Victoria PHN

We pride ourselves on being a supportive and flexible working place that offers a great range of benefits:

- Generous salary packaging options up to \$15,990 + \$2,650 meals and entertainment
- Professional development allowance (\$1,200 per year per FTE) and leave.
- Family friendly and flexible working arrangements
- Collaboration with passionate, likeminded professionals
- Option to purchase additional leave.
- Additional leave between the Christmas and New Year period
- Up to 12 weeks paid parental leave.
- Employee Assistance Program

Position purpose

The primary purpose of the Practice Facilitator (PF) is to support Primary Health Care service providers to deliver high quality, safe, evidence-based care to their communities. This is achieved through active communication, engagement, developing effective working relationships with health care providers and hands on coaching and facilitation of quality improvement activities and programs.

Key accountabilities

- Build the capacity of primary health care providers to deliver quality health services through WVPHN funded programs and encourage the use of best practice approaches.
- Assist primary health care providers to integrate WVPHN programs and initiatives into daily practice.
- Collaborate with all PHN portfolios to assist successful delivery of locally relevant programs, initiatives and services.
- Participate in the Operations portfolio's commitment to continuing professional development, team development and the quality improvement activities.
- Develop effective working relationships with general practice and primary health care stakeholders focused on strategic development of a high performing system.
- Assist primary health care providers to deliver safe, quality health care services.
- Develop, sustain and evaluate effective and efficient systems and processes for Western Victoria PHN programs and activities relevant to primary health care providers.
- Influence and contribute to the design of innovative initiatives and approaches to support positive change within primary health care.
- Create opportunities for primary health care providers to consider innovative approaches to identified needs.
- Ensure information sourced from stakeholders is accurately documented and managed to inform strategic and operational needs.
- Ensure opportunities exist for primary health care providers to engage with Western Victoria PHN and contribute to strengthening service delivery models both locally and across the region.

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, (home) office based	Often
Repetitive manual tasks	Rarely
Driving, in & out of vehicles	Often
Walking, climbing stairs, bending	Often

Working alone or at a co-located site	Often
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	Rarely
Attending external locations	Often

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

Key Selection Criteria

QUALIFICATIONS/EXPERIENCE/SPECIALIST KNOWLEDGE

Essential:

- Tertiary qualifications in health or related area and/or relevant professional experience.
- Demonstrated ability to develop and maintain effective professional relationships with primary health care providers and internal stakeholders.
- A passion and commitment to improving primary health outcomes within our community.
- Demonstrated experience in engaging and coaching primary health care providers to facilitate the implementation of change management programs; quality improvement initiatives and/or new models of care with tangible results.
- Ability to support Western Victoria PHN objectives to deliver outcomes within a tight timeframe.
- Demonstrated ability to work as a member of a solution focused team with an ability to plan, prioritise and coordinate multiple tasks and responsibilities.
- Experience with data for improvement and/or quality reporting.
- Knowledge of Digital Health/Patient Management Systems/Medicare Benefits System used within primary care.
- Understanding of primary health care and current health care trends and community issues in the Australian context.

Desirable:

- A Certificate IV in Training and Assessment/Project Management and/or have experience working with General Practice to learn and improve the quality of primary care.
- A sound understanding of Bodenheimer's 10 building blocks of primary care.

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:

Diana Carli-Seebohm

Practice Facilitation Manager

(03) 5304 5636

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