

Position Description

Position	Coordinator - Program Management
Agency	Health Service Commissioning
Reports to	Manager – Program Operations
Terms and Conditions of Employment	In accordance with the current industrial Enterprise Agreement and Contract of Employment
Classification/ Salary Stream	Advisor – Functional (Coordinator)
Length of Position	As per Contract of Employment (subject to ongoing funding from the Australian Government Department of Health)
Location	As per Contract of Employment Primary Health Tasmania provides services across Tasmania

Organisational overview

Primary Health Tasmania is a non-government, not-for-profit organisation working to connect care and keep Tasmanians well and out of hospital. The organisation is one of 31 similar bodies established around Australia on 1 July 2015 as part of the Primary Health Networks Programme – Funded by the Australian Government.

The Government has set the following objectives for primary health networks nationally:

- **increasing the efficiency and effectiveness** of medical services for patients, particularly those at risk of poor health outcomes; and
- **improving coordination of care** to ensure patients receive the right care in the right place at the right time.

More information is available via www.primaryhealthtas.com.au

A key to achieving the organisational objectives is a workforce which is flexible and responsive. Central to performance are the competencies - the knowledge, skills and abilities that Primary Health Tasmania employees must demonstrate to perform their roles effectively. These competencies are described in this position description and the Primary Health Tasmania Competency Framework.

Primary Health Tasmania supports organisation-wide competency building, and a flexible and responsive workforce that is well-equipped to deliver innovative and creative health system integration and redesign to its stakeholders and the community.

Position purpose

The Program Operations Team works closely with Primary Health Tasmania's functional business units to transform requirements and guidelines provided through Australian Government funding agreements, and the Primary Health Tasmania health program strategies, priorities, and program logics into tangible health system initiatives that deliver the health outcomes and related outputs required to address the health needs of Tasmanians.

The Program Management Coordinator's role is to develop, test and maintain business processes, systems and tools to support the delivery of the Program Operations functions and outputs.

The Coordinator role within the Program Operations team will work closely with the Coordinator Business Process Management role within the Procurement team to ensure alignment between program management and business process management.

The role will provide support and guidance to Program Operations team members and other internal stakeholders with regards to the use of, and interaction with these resources and will be accountable to manage compliance with them.

The role is expected to develop and maintain effective partnerships with internal and external stakeholders, principally system vendors and specialist consultants where required.

Key relationships

Internal	External
Program Operations Team	System vendors and developers
Finance Team	
Procurement & Contracts Team	
Program Strategy & Performance Team	
Corporate Quality & Compliance team	

Responsibilities and accountabilities

Systems administration

- Document management – Primary responsibility for the design and content integrity of the Program Operations teams document management libraries, (in SharePoint), which manage our program management, (formerly project management) documentation.
- Planning tools – Primary responsibility for the design and administration of a standardised planning application for the organisation to assist managers run programs, projects and team work plans. The planning tool will typically have functionality such as online action plan creation with task allocation and automatic email/calendar integration.
- Program management framework – Support the design, maintenance and training associated with staff guidance and document templates to enable competent and consistent program management across the organisation.

Program management planning and reporting

- Support the program operations team in:
 - planning, and executing technical aspects of the functional team work program as needed (e.g. finding information, data collection and collation)
 - reporting of team activity status and performance to relevant internal PHT stakeholders
 - the preparation of annual activity work plans and associated documentation
- interrogate business process management (BPM) system to provide strategic insight reporting for program operations team

Program strategy and evaluation

- Support the program operations team in managing the company's requirement to align its program outcomes to its programmatic health strategies, evaluation frameworks, government funding schedules, and relevant performance frameworks.
- Support the program operations team in the implementation of program evaluation activities planned by the Program Strategy and Performance team

Business process management

- Support the program operations team in managing various company business processes associated with program management including:
 - activity proposal approval and tracking
 - program budgeting
 - procurement planning and approval
 - funding contract deliverable compliance
 - continuous quality improvement (CQI) activities

General team support

- Supporting the Program Operations Manager to organise program operations team meetings and other meetings where required, including the preparation of meeting documentation.

Competencies required for the role

The Primary Health Tasmania Competency Framework applies to all Primary Health Tasmania employees, across all occupational groups.

Competency summary

- A full list of competencies with behavioural indicators are provided **in the Primary Health Tasmania Competency Framework** listed on the Primary Health Tasmania website site.
- The behavioural indicators provided in the **Competency Framework** provides detailed examples of the types of behaviours that would be expected at each competency level and should be reviewed in conjunction with the role's Responsibilities and Accountabilities.

Competency matrix:

Personal attributes - Adapt and respond to change - Display resilience and courage - Act with integrity - Manage self	3 3 2 2	Relationships - Communicate effectively - Commit to customer service - Influence and negotiate - Work collaboratively	3 3 3 3
Results - Deliver results - Plan and prioritise - Think and solve problems - Demonstrate accountability	3 3 3 2	Business support - Finance - Technology - Procurement and contract management - Project management	2 3 2 3
People leadership and management - Lead, manage and develop people - Inspire direction and purpose - Optimise business outcomes - Manage reform and change	N/a 1 2 1		

- 4 - Highly advanced
- 3 - Advanced
- 2 - Intermediate
- 1 – Foundational

Selection criteria – skills, qualifications and experience

Key Capabilities

Essential

- Minimum 3 years' experience with using and/or administering ICT based business systems for functions such as contract management, project management, document management, business process management, customer relationship management etc.
- Experience in project/program management and the development and maintenance of associated tools, systems and processes
- Experience with using business systems for functions such as contract management, project management, document management, business process management, customer relationship management etc.

Desirable

- Business or other relevant qualifications
- Excellent staff member communication, collaboration, engagement and training skills
- Demonstrated high level organisation skills and experience in coordinating activities and tasks.
- Intermediate to advanced competency in Microsoft Office applications such as Excel, Word, PowerPoint, Outlook, Planner etc
- High level understanding of continual quality improvement (CQI) and its application in business process and systems development and implementation.
- Demonstrated experience working as part of a team, including the ability to lead, collaborate with peers and contribute to high-performance of the organisation.
- Current Drivers licence.

Working environment

Primary Health Tasmania operates from three administrative centres in Hobart, Launceston and Ulverstone. Intrastate and interstate travel will be required.

Our Shared Values and Behaviours

The following core values and behaviours underpin the work of Primary Health Tasmania. These core values and behaviours are fundamental to the organisation and the way in which Primary Health Tasmania staff and management engage with each other and with stakeholders.

In your role you are expected to comply with Primary Health Tasmania's Code of Conduct and demonstrate the following values and behaviours:

OUR SHARED VALUES AND BEHAVIOURS

WHO WE ARE AND WHAT WE STAND FOR

- We are visionary in our thinking and purposeful in our approach
- We value and invest in our people
- We value inclusive leadership and the empowerment of all staff
- We are collaborative and have people at our centre
- We are a leader in the primary health sector

RESPECT
"We value each other"

- we treat each other fairly and equitably
- we acknowledge effort and good work, and we celebrate success
- we embrace diversity of skills, personalities and perspectives
- we support each other to get the work done
- we respect the roles and responsibilities of others

COLLABORATION
"We work together"

- we share information so that people can take action and make decisions
- we learn and grow together
- we encourage people to speak up and create opportunities for people to be heard
- we leverage individual strengths to achieve the best result
- we support agreed decisions, even when it didn't go our way
- we work as a team and share the load

RESULTS
"We get things done"

- we commit to and work towards our shared purpose and values
- we look for ways to innovate and improve
- we are 'can do' and solution focused, we think 'how can we?' and not 'why can't we?'
- we encourage creative thinking in ourselves and others
- we are purposeful in our actions and deliver results
- we are accountable for our contribution and the outcomes of the team

PROFESSIONALISM
"We strive for excellence"

- we use evidence to inform our work
- we do what we say we will do and we will let you know if we can't
- we do the right thing even in difficult times
- we deliver high quality, innovative solutions
- we conduct ourselves with integrity and transparency
- we test our ideas against contemporary practice

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An Australian Government Initiative

Mr Phil Edmondson
Chief Executive Officer

October 2021