



POSITION DESCRIPTION

POSITION TITLE:	SERVICE COORDINATION AND CONNECTIVITY PROJECT WORKER
AGREEMENT:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013 - 2015
CLASSIFICATION:	Community Development Worker Classification Range
TENURE:	Fixed Short Term Position to 30 June 2018
HOURS:	45.6 hours per fortnight (0.6 EFT)
PREPARED BY:	Executive Officer, Bendigo Loddon PCP
DATE:	1 June 2017
REPORTS TO:	Executive Officer, Bendigo Loddon PCP

BACKGROUND

Primary Care Partnerships are funded by the State Government to support the strengthening of partnerships between Local Government, Health and Community service organisations within allocated Local Government areas. The Bendigo Loddon Primary Care Partnership (BLPCP) is a consortium of primary health care service providers situated in the City of Greater Bendigo and Loddon Shire local government areas. The population of this area is approximately 110,000 people.

The Partnership includes major health, primary care and community service providers, and local government authorities, in the catchment. The Bendigo Loddon Primary Care Partnership is one of five PCPs in the Victorian Department of Health and Human Services Loddon Mallee Region and one of the nine PCPs geographically covered by the Murray Primary Health Network funded by the Commonwealth from July 2015.

ORGANISATIONAL CONTEXT

The Bendigo Loddon Primary Care Partnership is committed to developing a high quality, integrated and accessible primary care service system that is responsive to the broad needs of the Bendigo and Loddon communities. Our Partnership is guided by the principles of trust, cooperation, collaboration, inclusion, equity and respect.

The core business areas of the Bendigo Loddon Primary Care Partnership are Prevention, Early Intervention and Integrated Care, Client and Community Empowerment, Service Coordination, and Partnership Building focusing on the high priority population groups of Aboriginal People, Children and Young People, and Older People.

The Bendigo Loddon Primary Care Partnership staff team is supported by Bendigo Community Health Services on behalf of the Bendigo Loddon Primary Care Partnership Board. This support includes Employment and HR services, IT connections and communications, and Finance services. The Bendigo Loddon PCP is located in its own offices at 127 King Street, Bendigo and employment for this position will be administered through Bendigo Community Health Services (BCHS) on behalf of Bendigo Loddon PCP.

THE ROLE

The position is grounded in community development incorporating active participation in Partnership work across the City of Greater Bendigo and Loddon Shire. The role requires a level of understanding of the opportunities and benefits of connectivity technology and an ability to develop technical skills to support the implementation of electronic communications such as electronic referral and videoconferencing

Enhancing Service Coordination across partner agencies is a role specifically undertaken through PCPs in Victoria and a framework has been developed to support this work.

KEY FUNCTIONS AND RESPONSIBILITIES

1. Service Coordination

- 2.1 Support partner organisations to implement the Service Coordination practices outlined in the Victorian Service Coordination Practice Manual, and collaborating and assisting member organisations with best practice electronic referral processes.
- 2.2 Work with the Early Intervention and Integrated Care (EIIC) Project Worker to establish Bendigo agencies and support the Loddon agencies' implementation of Interagency Agreements and Protocols for Shared Care Planning including the development of relevant training for organisations.
- 2.3 Encourage new and existing partner organisations, General Practices and Private Allied Health Providers to utilise the National Human Services Directory and secure messaging for e-referral
- 2.4 Facilitate, encourage and support the strategies of the Service Coordination Quality Committee, working closely with the Chair to develop and implement initiatives to further service coordination principles and practices.
- 2.5 Assist partner organisations to install relevant software for e-communication and to promote electronic e-communication portals to enhance Service Coordination.
- 2.6 Facilitate and deliver workforce development training/capacity building opportunities to support knowledge exchange, innovation and implementation of service coordination between partner organisations e.g. Service Coordination and Secure Messaging Training. This may be in partnership with other Loddon Mallee PCPs.
- 2.7 Attend state and regional activities and forums with relevant government departments, peak bodies and external stakeholders in relation to service coordination ensuring that a comprehensive Bendigo Loddon PCP position is provided.

2. Partnership

- 2.1. Contribute to the planning for future services and projects by coordinating partner responses and, where appropriate, preparing submissions for new funding opportunities.
- 2.2. Develop robust and flexible partnerships with member organisations to encourage collaborative opportunities and also enable an integrated response to local needs.
- 2.3. Facilitate change management through supporting leadership and capacity building within member organisations.

- 2.4. Develop greater engagement and active participation in PCP processes and activities with relevant stakeholders.
- 2.5. Ensure the Executive Officer is kept informed of the project work and all issues that pertain to the Strategic Plan

KEY SELECTION CRITERIA

1. Demonstrated commitment to and understanding of the key elements of successful collaborative working relationships.
2. Community development understanding and experience.
3. Understanding of the opportunities and benefits of connectivity technology for patient/client outcomes.
4. Ability to develop technical skills to support the implementation of electronic communications such as electronic referral and videoconferencing
5. Workshop facilitation and training skills and experience as well as training package resources design skills.
6. Capacity to communicate effectively and interact with a range of people and organisations at different levels.
7. High quality of work with ability to prioritise and having exceptional organisational skills.
8. Demonstrated professional writing skills and evidence of successful submission writing.
9. Demonstrated Project management experience including evaluation.
10. Demonstrated accountability reporting experience.
11. Ability to work effectively as part of a small team and also to be self motivated and self directed.
12. Skills in Microsoft Office software with ability to provide high quality administrative support to Task Groups and Committees.
13. A degree in public health or a related qualification.

OTHER

1. Certificate IV in Training and Assessment would be an advantage
2. Current driver's licence.
3. Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
4. Sign the pre-existing Injury/Disease Declaration.
5. Present a current Working with Children Check (if required).
6. Receive and comply with the BCHS Code of Conduct.
7. Comply with BCHS Privacy Policy and Procedures.

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Approved: Eileen Brownless
Executive Officer - Bendigo Loddon Primary Care Partnership

Date:/...../.....

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Agreed: Service Coordination and Connectivity Project Worker

Date:/...../.....