



right **care**
right **place**
right **time**

phn
WESTERN NSW
An Australian Government Initiative

Information Pack for Advertised Positions

Thank you for your enquiry. This pack contains:

- information about the role and our organisation,
- guidelines for applying and
- the selection criteria we will be using to select the right candidates.

Manager Quality & Integration Location: Dubbo, Orange or Bathurst

**Full time maximum term contract to 30 June 2024
(with possibility of further extension)**

Western NSW Primary Health Network (WNSW PHN) is currently seeking a motivated individual who has a passion for primary healthcare and community wellbeing.

The Western NSW Primary Health Network (WNSW PHN) funds a range of health services and programs to improve access to care and better health for our communities.

The Manager Quality and Integration – will provide strategic leadership and management for the PHN Quality and Integration team. This position will provide expertise in Higher Performing Primary Care (HPPC) and an in-depth knowledge and experience in facilitating primary healthcare (PHC) integration.

The core function of the team will be working towards enhancing integration through a place-based partnership approach with service providers.

If you have any questions about this position after you have read this document, please contact **Katie Prior on 0409 850 368**.

WNSW PHN is an Equal Employment Opportunity employer. Aboriginal and Torres Strait Islander people are encouraged to apply.

Applications should be submitted via email by 11.59pm 11 October 2022 to:
hr@wnswphn.org.au

Please do not apply via Seek. Submit your application via: hr@wnswphn.org.au and include:

1. Your resume
2. A cover letter, which addresses the selection criteria as outlined in the Position Description.

Applications that do not address the selection criteria will not be considered

Selection Criteria

Essential

- Tertiary/ Degree qualifications in primary health, business, or similar; or equivalent relevant work experience.
- Minimum 5 years' experience, knowledge and understanding working in Primary HealthCare
- Demonstrated experience of managing multiple teams
- Demonstrated experience in preparing and monitoring strategic papers, Operational plans, and Performance plans/ reviews
- Demonstrated understanding of the enablers of integrated care including digital health technology
- Demonstrated experience in developing models of integrated primary care and an understanding of the benefits of integrated care to the workforce and to the patient.
- Demonstrated understanding of and commitment to cultural safety.
- Demonstrated understanding of quality improvement models in healthcare and of value would be knowledge of the Model for Improvement.
- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Demonstrated interpersonal skills, relationship management skills, including the ability to effectively liaise and negotiate in a culturally diverse environment (both internally and externally).
- Demonstrated experience related to development of Higher Performing Primary Healthcare organisations and the foundational building blocks to achieving this.
- Experience with primary care data and the utilisation of data to drive improvement.
- An understanding of the future of primary healthcare in relation to future developments and funding opportunities in primary care.
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

About Western Health Alliance Ltd (WHAL) trading as Western NSW Primary Health Network (WNSW PHN)

The Western NSW PHN (WNSW PHN) is one of 31 Primary Health Networks across Australia. We are an independent, not-for-profit organisation funded by the Commonwealth Department of Health, established to support frontline health and wellbeing services. Our focus is to increase the efficiency and effectiveness of primary health care, ensuring people receive the right care in the right place at the right time.

WNSW PHN is an agile and high performing organisation that responds to the identified needs of the community, Commonwealth and State health policy, and the development needs of primary health care providers. We work closely with general practice, Aboriginal Medical

Services and other health care providers, Local Health Districts, non-government organisations and the broader community to plan and fund programs that support local health services to meet the health needs of our communities.

Benefits to working with WHAL

We pride ourselves on being supportive and flexible and offer a great range of benefits including:

- Generous salary packaging options up to \$18,450 per year
- Professional development allowance and leave
- Family friendly and flexible working arrangements
- Collaboration with passionate likeminded professionals
- 5 weeks annual leave
- Option to purchase an additional 2 weeks leave or cash out 2 weeks
- Additional leave between the Christmas and New Year period
- 6 weeks paid parental leave
- Free Employment Assistance Program

Guidelines for applicants

These guidelines aim to assist you in submitting applications for advertised vacancies with the Western NSW PHN.

For an outline of responsibilities, position description, selection criteria and information on how to apply, please refer to the **Work with Us in the 'About Us'** section of our website <https://wnswphn.org.au/workwithus>

WNSW PHN is an Equal Employment Opportunity employer. Aboriginal and Torres Strait Islander people are encouraged to apply.

PLEASE NOTE:

As part of your application, you must provide a separate statement addressing each of the selection criteria as well as your resume. If you do not provide these two documents, your application will automatically not be accepted.

Applying for a position

- Obtain and carefully read the information pack for the position of interest.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If you need to seek clarification or additional information on the organisation and/or the position, contact the appropriate person identified in the pack.
- Decide whether you possess, and can demonstrate your skills, experience, knowledge and ability against the selection criteria.

- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took and summarise the subsequent result. Keep your response to no more than two pages, plus your Resume/Curriculum Vitae (CV).
- Be aware of the closing date and where and how to lodge your application. If, for any reason you cannot submit your application by the closing date, you should ring the contact officer to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids, etc.) to assist you to attend an interview, please discuss these with the contact officer when the interview is being arranged.

Include in your application

- ☐ A cover letter introducing yourself and outlining your interest in the position
- ☐ Statement addressing each of the selection criteria (as listed on the last page of this document)
- ☐ Resume/Curriculum Vitae (CV) that should include information about:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position
 - d. a summary of your skills
 - e. professional memberships
 - f. the names of two work related referees (must be work related and senior to the position you hold), and other relevant information that will support your application not covered elsewhere.

Submit your application

Applications should be submitted via email hr@wnswphn.org.au.

Please do not apply via Seek.

Applications that do not address the selection criteria will not be considered

Position Description

Position Title:	Manager – Quality and Integration
Position Location:	Dubbo, Orange, Bathurst
Position Reports To:	General Manager - Primary HealthCare & Integration
Portfolio:	Primary HealthCare & Integration
Contract Type:	Maximum Term Full-time Contract Until 30 June 2024
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2021
Position Classification:	Team Leaders & Managers – Level 5, Grade 2
Delegated Authority:	Nil - As defined in the Delegations Procedure

Position Purpose

The Manager Quality and Integration – will provide strategic leadership and management for the PHN Quality and Integration team. This position will provide expertise in Higher Performing Primary Care (HPPC) and an in-depth knowledge and experience in facilitating primary healthcare (PHC) integration.

The core function of the team will be working towards enhancing integration through a place-based partnership approach with service providers.

Key Responsibilities:

Relationships and Stakeholder Engagement/Management

- Lead a team that works collaboratively across all Primary Care Providers as a conduit between these service providers and the WNSW PHN. You will understand the unique needs and challenges of each sector, upcoming reforms in service delivery or funding, and support ways to enhance integration within the broader health and social care system to better address community needs.
- Help build strong place based multidisciplinary teams through a focus on engagement of all relevant PHC providers in key QI initiatives
- Future proof practices against changes in policy and funding, and to be proactive in supporting funding shifts, innovation and new models of care delivery
- Support all aspects of patient safety and quality in primary care including consumer engagement and the adoption of PREM/ PROMs to support patient centred models of care.

20%

Business Support and Optimisation <ul style="list-style-type: none"> • Provide PHC and system Integration to develop the skills and knowledge of the team in this field; identify and strategically reduce barriers and enhance enablers across the spectrum and support the use of health technology to develop a quarterly Report against the KPIs for the team. • Understand and implement the effective use of data to drive improvement under the Quadruple Aim of primary care. • Support other PHN commissioned programs to embed QI initiatives to improve the health outcomes that the program delivers 	20%
Reporting <ul style="list-style-type: none"> • Oversee the development and implementation of the practice maturity model and embed this into the functions of the Primary Integration workplan. Ensure individual organisations have an annual assessment and an annual practice plan for their improvement journey. The manager of Quality and Integration will be responsible for overseeing this work and monitoring progress and reporting on the growth of practice maturity, sustainability, and vulnerability in the region. • Implement, manage, and evaluate the Quality and Integration team's performance measures and dashboard 	20%
Strategic Alignment <ul style="list-style-type: none"> • Understand and work to strengthen the ability for WNSW PHN to deliver on its strategic purpose to improve health outcomes in alignment with the identified health priorities for the region. • Influence the broader WNSW PHN understanding of the place-based needs, issues and priorities as they relate to general practice, Aboriginal Health Services and wider PHC organisations at a local or regional level; based on intelligence and knowledge from working at the service delivery level in each community. • Understand and work to strengthen the ability for Western NSW PHN to deliver on its strategic purpose to improve health outcomes in alignment with the identified health priorities for the region. 	20%
Develop and Maintain Resources <ul style="list-style-type: none"> • Develop and maintain the appropriate resources, website content, CPD and training events to help create access to high quality resources that will embed learnings and support independent practice utilisation of resources to continue their journey towards being high performing centre of primary care organisations. • Develop ways to understand barriers but to also acknowledge success and celebrate wins through media, publication or presentations. 	10%

Other responsibilities as delegated within the role or scope of the position	10%
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Work Health and Safety

- Take reasonable care of their own health and safety and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply with WNSW PHN policies and procedures relating to health and safety.
- Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary any untoward accident, incident or potentially hazardous environment.

Statement of Organisational Commitment

The WNSW PHN is strategically focused on improving health outcomes for Aboriginal and Torres Strait Islander people living and connected to our region and plays a leadership role in transitioning the primary health care system through the development of culturally safe and aware models of care, ensuring access to quality health care and commissioned services. WNSW PHN recognises Aboriginal people as the original inhabitants of Australia and as the Traditional Custodians of the land. We encourage and promote a culture of diversity within our workforce. To continue to improve the way we work with Aboriginal communities, we encourage recruitment of local Aboriginal and Torres Strait Islander people within the region to add their voice to achieve health goals and priorities for our communities.

General Responsibilities:

- Demonstrate a commitment to [WNSW PHN's vision and values](#).
- Respect confidentiality in line with the Privacy Act 1988 and related policies and procedures.
- Be aware of and adhere to WNSW PHN's policies and procedures.
- Ensure WNSW PHN health literacy principles and practices are known and applied.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend and participate in out-of-hours meetings and functions as required.
- Actively participate in staff development activities.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment utilised in the office.
- Undertake other duties commensurate with the role as required.
- Demonstrate and embed culturally safe practices into all work outputs and the workplace.

Competency Framework: (refer to WHAL Competency Framework)

Core Competencies	Role Requirement Level
Analytical Thinking	(4) – Undertakes broader, complex analyses:
Initiative	(4) - Takes action to realise future opportunities:
Customer Focus	(4) – Delivers best practice customer service
Learning Orientation	(4) - Expands existing boundaries of knowledge:
Results Focus	(4) – - Drives broader business results:
Teamwork and Co-operation	(4) - Builds team effectiveness
Direction Setting	(3) Aligns the strategy with broader/future organisational goals
Influencing & Negotiation	(4) Uses a range of influencing strategies:
Conceptual Thinking	(3) Thinks creatively to pursue unique solutions
Judgement & Decisiveness	(3) Makes quality decisions without complete information
Planning & Co-ordinating	(3) Monitors and facilitates others' activities
Developing Others	(4) Provides highly detailed feedback to encourage longer term career development
Leading the Team	(4) Generates strong commitment and enthusiasm:

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- An understanding of the future of primary healthcare in relation to future developments and funding opportunities in primary care.
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

Special Conditions:

- An understanding and commitment to [Cultural Safety](#) in the workplace.
- Conditions of employment are governed by the industrial instrument specified in the first table, the Fair Work Act 2009, National Employment Standards, Western Health Alliance Limited Employment Contract and WNSW PHN policies and procedures.
- Out of hours work, on evenings and/or weekends, may be required from time to time for which flexible working hours may be negotiated with your Manager.
- Travel, including overnight stays, across the region within the WNSW PHN's boundary may be necessary from time to time. Occasional intrastate and/or interstate travel may also be required.

Appointment Prerequisites:

- Based on our assessments for operating a safe workplace in compliance with our WHS obligations, an inherent requirement of this role is that you will need to provide confirmation and supporting proof that you have been fully vaccinated against COVID-19 or any comparable future virus. This ensures that you, employees and community's safety and wellbeing is at the forefront of our site-based work.
- Verification of eligibility to lawfully work in Australia. You must be an Australian or New Zealand Citizen, a Permanent Resident of Australia or possess a valid Australian Working Visa to be employed by WNSW PHN.
- Certification of tertiary qualifications and professional membership (if applicable to role).
- Verification of current NSW Drivers Licence.
- Verification of comprehensively insured motor vehicle (if applicable to role).

- National Police check.
- Working with Children check (if applicable to role).