



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.

### HealthPathways Coordinator Location: Dubbo, Orange or Bathurst

**Full time maximum term contract to 30 June 2025  
(with possibility of further extension)**

Western NSW Primary Health Network (WNSW PHN) is currently seeking motivated individuals who have 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.

HealthPathways is an initiative between primary and secondary health providers in developing sustainable, clear, concise and localised clinical care pathways from a whole-of-system perspective. The aims of this program are to:

- Achieve new and innovative systems that will keep people healthy and out of hospital.
- Assist patients to be cared for and remain healthy within their communities.
- Facilitate the access and delivery of quality clinical services to patients by primary care providers in a timely and coordinated manner.

The position can be based in any one of our offices including, Dubbo, Orange or Bathurst.

If you have any questions about this position after you have read this document, please contact **Sophia Toole on 0476 108 840**.

**Applications should be submitted via email by 11.59pm 23 March 2023 to:**  
[hr@wnswphn.org.au](mailto:hr@wnswphn.org.au)

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

## Selection Criteria

### Essential

- Tertiary qualifications in a relevant field, or equivalent work experience, or a combination of study and work experience.
- Demonstrated experience working in the primary healthcare industry and working with diverse communities and hard to reach groups.
- Ability to liaise and consult with a range of internal and external stakeholders including senior clinical and executive staff
- High level interpersonal skills and demonstrated ability to communicate clearly both orally and in writing, with the ability to prepare complex reports and submissions
- Awareness of information technology and technical writing
- Understanding of the emerging needs of the community and the importance of an integrated network between primary and secondary care
- Capacity to travel within western NSW; hold a current driver's license.

### Desirable

- Familiarity with the local health system
- Public speaking experience and good presentation skills
- Marketing knowledge to help encourage GP engagement
- Experience working in the health, NGO or community services sectors
- 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
- Fitness Passport
- 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 Employment tab in the 'About Us' section of our website [www.wnswphn.org.au/about-us/employment](http://www.wnswphn.org.au/about-us/employment)

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](mailto:hr@wnswphn.org.au)

## Position Description

Position Title:	Health Pathways Coordinator
Position Location:	Dubbo, Orange, Bathurst
Position Reports To:	HealthPathways Manager
Portfolio:	Primary Health Care & Integration
Contract Type:	Maximum Term Full-time Contract Until 30 June 2025
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2021
Position Classification:	Level 3, Grade 3
Delegated Authority:	Nil - As defined in the Delegations Procedure

### Position Purpose

HealthPathways is an initiative between primary and secondary health providers in developing sustainable, clear, concise and localised clinical care pathways from a whole-of-system perspective. The aims of this program are to:

- Achieve new and innovative systems that will keep people healthy and out of hospital.
- Assist patients to be cared for and remain healthy within their communities.
- Facilitate the access and delivery of quality clinical services to patients by primary care providers in a timely and coordinated manner.

### Key Responsibilities:

#### **Research, draft and review pathways**

- Contributes to the overall operations of the HealthPathways Program
- Work closely with both Western NSW Primary Health Network (WNSWPHN), Far West Local Health District (FWLHD) and Western NSW Local Health District (WNSWLHD) to coordinate and liaise with staff and stakeholders, ensuring continual engagement is maintained.
- Liaise between the local HealthPathways programme and the Streamliners Writing Team.
- Support clinical leaders, clinical editors, and the programme manager.
- Coordinate the development and maintenance of HealthPathways content and data.
- Efficiently manage workflow processes.
- Work with the medical advisors, Western NSW Primary Health Network (WNSWPHN) HealthPathways team and work groups to identify priorities for pathways localisation or development.
- Either directly, or through delegation, gather the required information, particularly the clinical information on how assessment, management, and referral are, or will be performed locally
- Either directly, or through the WNSWPHN HealthPathways team, provide information to the HealthPathways team for editing and layout in the HealthPathways style.

### **Facilitate pathway work groups:**

- Identify subject matter experts to consult with in the process of localising or developing the pathway (usually at least one person from the specialty service, and another one or two GPs).
- Facilitate and/or participate in HealthPathways workgroups to localise or develop pathways. Work group meetings may be conducted outside of normal business hours.

### **Internal and external engagement**

- Act as a communication representative for WNSWPHN region with a particular focus on HealthPathways benefits for the community, GPs and the acute sector.
- Coordinate a range of communications to support clinical editors and the local HealthPathways process.
- Enlist and coordinate clinical reference groups to engage in feedback (as relevant) and scheduled reviews.

### **Other responsibilities:**

- Actively participate in WNSWPHN committees and working groups.
- Work in accordance to and support WNSWPHN strategic objectives as directed.

### **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 Key behaviours (refer to WHAL Competency Framework)	
Core Competencies	Role Requirement Level
<b>Analytical Thinking</b>	<b>(3) – <i>Sees multiple links:</i></b> Analyses a general situation and considers several potential causes of events. Recognises the links between several parts of a problem. May perform complex calculations and data analysis and interpret results. Considers the cost and resource implications of alternative solutions. Determines priorities of problems based on evaluation of the impact on productivity, staff and cost.
<b>Initiative</b>	<b>(3) – <i>Is decisive and takes accountability in situations that call for prompt direction:</i></b> Acts quickly and decisively when it is difficult to make a decision, typically has confidence in decision making gained through experience. Accepts independent responsibility for finding a solution to a problem and will act quickly to implement.
<b>Customer Focus</b>	<b>(3) – <i>Takes personal responsibility for customers:</i></b> Takes responsibility for correcting customer-service problems. Seeks feedback, regularly talks with and is responsive to customers needs and is interested to know whether customer's problem has been solved. Questions and involves those closest to the problem. Adapts to changes in customers plans and checks to see if agreed deadlines have been met. Takes responsibility for explaining the broader picture to the customer.
<b>Learning Orientation</b>	<b>(2) – <i>Takes initiative to learn beyond the scope of current role:</i></b> Proactively keeps abreast of new

	information and developments related to specific expertise, activities and procedures affecting their work area or team. Seeks to develop greater knowledge of basic principles underpinning day-to-day work through on-the-job coaching, working with experts and training. Talks to other teams and individuals (internal and external to the organisation) about their performance and methodologies in order to gain ideas that will add value to their work area or team operations.
<b>Results Focus</b>	<b>(3) – Improves overall team performance:</b> Focuses on setting challenging goals for self and team that are most critical to work area performance and that are in line with the overall vision/strategy of the organisation. Makes specific changes to noticeably improve current team performance and the overall effectiveness of the work area.
<b>Teamwork and Co-operation</b>	<b>(3) – Values others input:</b> Actively looks for ideas and opinions from others to help form decisions and make plans. Invites all members of the team to contribute to a process of mutual discussion. May include seeking input and feedback from people who normally wouldn't be considered. Acknowledges the positive contribution of others.
<b>Influencing &amp; Negotiation</b>	<b>(2) – Persuades others with facts:</b> Uses direct persuasion in a discussion, presentation or proposal. Presents facts and argues with data and concrete examples or by highlighting the specific benefits.
<b>Planning &amp; Coordination</b>	<b>(3) – Monitors and facilitates others' activities:</b> Effectively co-ordinates projects or specific improvements in a team or work area. Is able to think through and produce a broad plan and detailed schedule to forecast the activities required to achieve the desired outcome. Facilitates meetings, monitors the day-to-day contributions of others and watches performance and cost targets to ensure that project objectives are being met.

#### Selection Criteria:

#### Essential

- Tertiary qualifications in a relevant field, or equivalent work experience, or a combination of study and work experience.
- Demonstrated experience working in the primary healthcare industry and working with diverse communities and hard to reach groups.



- Ability to liaise and consult with a range of internal and external stakeholders including senior clinical and executive staff
- High level interpersonal skills and demonstrated ability to communicate clearly both orally and in writing, with the ability to prepare complex reports and submissions
- Awareness of information technology and technical writing
- Understanding of the emerging needs of the community and the importance of an integrated network between primary and secondary care
- Capacity to travel within western NSW; hold a current driver's license.

### **Desirable**

- Familiarity with the local health system
- Public speaking experience and good presentation skills
- Marketing knowledge to help encourage GP engagement
- Experience working in the health, NGO or community services sectors
- 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).