

Position Description

JOB TITLE	Healthy Ageing Facilitator
REPORTS TO	Healthy Ageing Team Leader/Coach
DATE	June 2023
CONTRACT TYPE	Full Time Fixed Term Contract
POSITION OBJECTIVE	
<p>The Health Ageing Facilitator's primary purpose is to drive the Healthy Ageing strategy across Primary care, linking in with General Practices and other primary care providers. The role will build capacity and capability in primary care to deliver high quality, evidence-based care for older Australians and improve patient outcomes in Western Sydney.</p>	
KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> • Facilitate the design and development of the Healthy Aging portfolio working with General Practice and primary care providers, to deliver a comprehensive range of quality services and programs and drive quality improvement activities related to the Healthy Ageing strategy. • Provide specialist advice in the development of initiatives and strategies of the Healthy Aging portfolio, ensuring that the Aged Care Quality Standards, and quality and safety considerations are embedded in all facets of the programs and initiatives relating to Healthy Ageing strategy. • Provide training and support to GPs, allied health and practice staff aimed at optimising use of digital tools such as HealthPathways, Goshare, My Health Record and tools to support delivery of telehealth. • Contribute to the design and development of the Healthy Ageing portfolio, including developing partnerships and working relationships with key stakeholders such as GPs, LHD, Peak bodies, residential aged care facilities, consumers and other service providers. • Collaborate with the other members of the Healthy ageing team, Practice Development Team and other teams across WentWest to develop After Hours plan, digital health and education plans and programs. • Provide timely support to stakeholders through the provision of training, information and resources to achieve business and clinical outcomes. • Effectively escalate stakeholder issues or concerns and ensure these are resolved in a timely and complete manner. • Train, mentor, and support other team members on the Health Ageing strategy as required. • Prepare recommendations and reports as necessary to meet program reporting requirements. • Ensure accurate data quality for the areas covered by the team in WentWest's Customer Relationship Management software – ChilliDB. • Keep timely and accurate records, both electronic and paper based, of all health professional and community contact and always ensure confidentiality. • Identify and develop enhancements and add value to the organisation through continuous improvement opportunities. • Perform other duties reasonably required as directed. • Ensure "best practice" processes across all areas of responsibilities. • Comply with the organisations policies and procedures. • Ensure the safety of yourself and others in line with the organisations WHS policies and procedures and the Workplace health and safety Act 2011. 	
TRAVEL REQUIRED	

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- Regular travel is required as a part of this role within the Western Sydney area or as required.
- Own fully insured vehicle required
- Some out of hours work on evenings and weekends will be required (e.g) attendance at community forums, or meetings).

QUALITY SYSTEM

- Ongoing compliance with Quality System requirements.
- Responsible for ensuring that quality documents (held in quality document repository) authored by my team are reviewed and updated regularly; also completing my own reviews as assigned by the quality team or my manager.

QUALIFICATIONS

- Relevant tertiary qualifications in health, business, or social science with demonstrated experience and outcomes measures
- Certificate IV – Training & Assessment (desirable).

PRE APPOINTMENT REQUIREMENTS

- Right to work in Australia documents (Passport, or Birth certificate with 100 points of ID).
- Certification of any tertiary qualifications and professional memberships.
- Verification of double vaccination against COVID-19 in accordance with WentWest's mandatory COVID-19 Vaccination Policy
- Verification of current NSW drivers licence.
- Verification of comprehensively insured motor vehicle.
- National Police check completed in the last 6 months

SKILLS AND EXPERIENCE

Essential

- Knowledge and understanding of the Australian healthcare system.
- Passionate about improving outcomes in the quality of care for older Australians and believe that capacity building of the workforce is fundamental to driving change.
- Ability to work independently and within teams with demonstrated planning, organisational and problem-solving skills.
- High level communication skills, including the ability to develop and maintain professional relationships in a challenging environment.
- Actively develop and maintain good working relationships with all stakeholders and motivated by the experience of working towards common agreed goals.
- Ability to work effectively and efficiently without supervision and to prioritise work in order to meet deadlines.
- Strong skills in working with a diverse range of computer systems including Microsoft Office suite, client relationship management systems.
- Demonstrated ability to deliver measurable outcomes in short time frames.
- Current NSW Drivers Licence.
- Compliance with WentWest's mandatory COVID-19 Vaccination Policy requiring double vaccination against COVID-19

Desirable

- Experience working within a medical practice and liaising with medical professionals such as GPs and allied health providers.
- Evidence of strategic and business planning.

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- Knowledge of and experience with use of quality improvement methodologies.
- Ability to facilitate training programs and an understanding of the principles of adult learning in small groups or in one-on-one sessions.
- Knowledge and experience working in a change environment.