


POSITION DESCRIPTION

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| JOB TITLE | Primary Care Coordinator | |
| REPORTS TO | Primary Care Delivery Team Supervisor | |
| DATE | November 2024 | |
| CONTRACT TYPE | Full time / Part time Fixed Term Contract | |
| CLASSIFICATION LEVEL | 4 | |
| ORGANISATIONAL CONTEXT | | |
| <p>Our employees are supported to utilise the breadth of their skills and expertise in achieving the organisation's goals.</p> <p>Our employees are community focussed, embrace change, are agile and are solution focused.</p> <p>Our employees are committed to our organisational values that guide our decision making and behaviours.</p> |  | |
| POSITION OBJECTIVE | | |
| <p>Engage with Primary Health Care providers and their practice teams to provide concentrated support, leading to improved patient outcomes and meet agreed service levels.</p> <p>A field-based role supporting assigned primary care providers to build capacity and capability to deliver improvement in person centred health and well-being outcomes in Western Sydney.</p> | | |
| KEY STAKEHOLDERS | | |
| Primary Care Providers General Practitioners Allied Health providers | Residential Care Homes Pharmacy and Allied Health Providers | Pharmacy and Allied Health Providers HIU |
| KEY RESPONSIBILITIES | | |
| <ul style="list-style-type: none"> Proactively work with assigned practices, to deliver a comprehensive range of quality services and programs, to meet agreed organisation targets and drive quality improvement activities Provide timely support to these stakeholders through the provision of training, information and resources to achieve business outcomes. Support assigned practices participating in the Western Sydney Integrated Care Program to deliver measurable quality improvement and patient outcomes, particularly around patient admission and readmission to hospital. Provide training and support to GPs and practice staff aimed at optimising use of systems such as Pen Clinical Audit Tools, HealthPathways and LinkedEHR. | | |

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- Support assigned practices participating in the Health Care Homes Trial, as appropriate and in collaboration with Health Care Home Practice Facilitators.
- Coordinate with the Virtual Support Help Desk and other WentWest teams to ensure seamless and effective delivery of company services and programmes.
- Effectively escalate stakeholder issues or concerns and ensure these are resolved in a timely and complete manner.
- Train, mentor, and support other team members as required.
- Ensure the capture and management of quality data for all activities in the WentWest customer relationship management software.
- Prepare recommendations and reports as necessary to meet reporting requirements.
- Work to achieve Key Performance Indicators in-line with Practice Support priority areas: Call activity, reach & frequency, e-health and chronic disease management
- Identify and develop enhancements and add value to the organisation through continuous improvement opportunities

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the WentWest Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the WentWest Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Other Responsibilities

- Fulfil additional tasks as reasonably requested, adhering to the broader organisational goals and directives.
- Uphold "best practice" standards in all areas of responsibility, ensuring excellence and efficiency.
- Abide by all organisational policies and procedures, contributing to a culture of compliance and integrity.
- Prioritise safety of yourself and others in accordance with WentWest's Workplace Health and Safety (WHS) policies and the Workplace Health and Safety Act 2011

WentWest is an evolving organisation of continual improvement. The role scope described is intended as a guide to the responsibilities.

ADDITIONAL REQUIREMENTS AND TRAVEL REQUIRED

- Frequent travel across Western Sydney to fulfil the requirements of the role.
- Own fully insured vehicle required.
- This position will require some regular out of hours work on evenings and weekends for events, meetings or conferences etc.

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Note: Out of hours work should be managed in accordance with WentWest's flexible work policy and employees' hours should be adjusted flexibly to accommodate hours worked outside of core business.

MANAGEMENT SYSTEM

- Ongoing compliance with WentWest management system requirements.
- Responsible for ensuring that all documents that are part of the WentWest management system and assigned to this position are reviewed and updated in accordance with the Control of Documents and Records Policy

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

- Ongoing compliance with WentWest's Information Security Policy and the information security components of the WentWest Management System.

Qualifications

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

SKILLS AND EXPERIENCE

Essential

- Knowledge and understanding of the Australian health care system or experience working with Medical Professionals
- Knowledge and experience working in a dynamic and changing environment
- High level communication skills, including the ability to develop and maintain professional relationships in a challenging environment
- Effective negotiation skills
- Ability to facilitate training programs and an understanding of the principles of adult learning in small groups or in one-on-one sessions
- Ability to meet deadlines and work well under pressure
- Computer literacy and proficiency with Microsoft Office Suite
- Current NSW Drivers Licence and access to a fully ensured vehicle

Desirable

- Demonstrated programme management skills
- Demonstrated initiative and ability to work independently

PRE-APPOINTMENT REQUIREMENTS (if recruiting role)

- Right to work in Australia documents (Passport, or Birth certificate with 100 points of ID)
- Certification of any tertiary qualifications and professional memberships
- National Police check completed in the last 6 months
- Working With Children Check
- Verification of current NSW drivers licence
- Verification of comprehensively insured motor vehicle