


Position Description

JOB TITLE	Practice Development Coordinator
REPORTS TO	Practice Development Coach /Team Leader
DATE	January 2024
CONTRACT TYPE	Fixed Term Contract
ORGANISATONAL 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	
Engage with Primary Health Care providers and their practice teams to provide concentrated support, leading to improved patient outcomes and meet agreed service levels.	
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. Support assigned practices participating in the Health Care Homes Trial, as appropriate and in collaboration with Health Care Home Practice Facilitators. Coordinate with the Practice 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 	

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- 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*

ADDITIONAL REQUIREMENTS AND TRAVEL REQUIRED

- Regular travel including overnight travel is required as a part of the 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)

MANAGEMENT SYSTEM

- Ongoing compliance with Quality 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.

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
- Compliance with WentWest’s mandatory COVID-19 Vaccination Policy requiring double vaccination against COVID-19

Desirable

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

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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

WENTWEST VALUES - behaviours and ways of working the organisation sees as critical

Display an attitude and behave in a manner that is in keeping with our Core Values and through own behaviour, and through effective implementation of a positive team-based culture

Creativity – challenge convention

Leadership – Inspire action

Equity – actively overcome barriers

Excellence – be the best we can be

Respect – understand others

COMPETENCIES REQUIRED FOR THE ROLE

ACCOUNTABILITY - Holds self accountable and can be relied upon to ensure that project within areas of responsibility are completed in a timely manner. Builds an understanding of the internal and external environment in order to deliver work in a highly effective and professional manner

Skills to be demonstrated through performance:

- Plans and organises - Level 3
- Demonstrates personal and professional accountability – Level 3
- Works within risk, finance and governance framework – Level 2

COLLABORATION AND TEAM WORK- Willingly cooperates and works collaboratively with internal colleagues and external partners and stakeholders in order to accomplish organisational/team/project/program objectives

Skills to be demonstrated through performance:

- Works collaboratively - Level 3
- Demonstrates commitment to the team - Level 3
- Builds collaborative partnerships – Level 2

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COMMUNICATION - Effectively communicates to promote understanding and support informed discussion with internal colleagues and external partners and stakeholders, providing timely delivery of information and selection of the most appropriate method of communication

Skills to be demonstrated through performance:

- Communicates Clearly and concisely- Level 3
- Influences and negotiates - Level 3
- Works to reconcile to diverse views – Level 3

CUSTOMER FOCUS - Capacity to identify and anticipate the needs of both internal and external customers and deliver the defined range of services so as to meet and exceed customer expectation while optimising the organisation's interests.

Skills to be demonstrated through performance:

- Identifies and responds to client needs - Level 3
- Maintains relationships - Level 3
- Strives for continuous improvement – Level 3

INITIATIVE – Evaluates, selects and acts on various methods and strategies for solving problems and meeting objectives before being asked or required to do so; explores alternatives and responds to challenges with innovative solutions.

Skills to be demonstrated through performance:

- Reacts to change and Improvement - Level 3
- Displays initiative and identifies innovative solutions- Level 3

APPROVAL

Approved By:	Maria Pipicella
Position:	Practice Development TL / Coach
Date:	March 2020