**POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th><strong>Position Title:</strong></th>
<th>Integration Officer – Hospital Avoidance Strategies</th>
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</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
<td>Central Coast (Erina)</td>
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<tr>
<td><strong>Reporting to:</strong></td>
<td>Senior Portfolio Manager – Quality, Commissioning &amp; Performance</td>
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<tr>
<td><strong>Direct Reports:</strong></td>
<td>Not applicable</td>
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<tr>
<td><strong>Position Classification:</strong></td>
<td>3. Senior Support &amp; Executive Administration Grade 1 - 4</td>
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</tbody>
</table>

**Purpose of Position**

The HNECC Integration Officers will provide primary care leadership and support to projects supporting integration activities across the PHN region. The role will foster a ‘whole of system’ approach, and encompass the influencing determinants of health that are cross-sectoral and across geographical boundaries. The Integration Officers will work closely with stakeholders and partners, including but not limited to primary care providers, Hunter New England Local Health District (HNELHD), Central Coast Local Health District (CCLHD), local Aboriginal Medical Services, Aged Care providers, Family and Community Services and other external organisations. The role will assist to establish a formal alliance between HNECC and the Central Coast Local Health District and actively work with the partners involved in this arrangement to identify joint priorities and initiatives.

The Integration Officer is responsible for building strong collaborative relationships. Each of the Integration Officers has a role which is responsible for a focus area (Chronic Disease, Aged Care and Hospital Avoidance) while maintaining key regional relationships and activities to support the Integration Team activities. The role will establish relationships with key stakeholders and partners to support the development, implementation and evaluation of integration strategies that support primary care and ensure sustainability of new models of care.

The position supports the strategic objectives of HNECC by further developing key partnerships to deliver integrated and innovative health care with scalable outcomes, economies of scale, cost effectiveness and co-investment opportunities to improve the health outcomes of the community. The roles will build on existing integration strategies and alliancing.

**Key Responsibilities**

**Provide leadership and support for integration activities**

- Work closely with stakeholders to develop and implement strategies which improve the integration between primary care services and other providers;
- Align strategies, governance and key performance indicators to build on existing integration initiatives across the region

Position Description: Integration Officer Jan 2016 updated June 2017
• Participate in relevant internal and external meetings and provide feedback as required. Involve key internal team members as required to support locally established and implemented integration activities;
• Produce Executive reports and briefings as required relating to the program’s performance and against KPI targets;
• Maintain the profile of solution broker to support and improve the interface between primary and secondary care;
• Utilise change management principles to support systems change to ensure positive outcomes.

**Representation and stakeholder relationships**

• Develop and maintain excellent relationships with key stakeholders and partners;
• Develop links between relevant levels of government, health, education and social services to consider opportunities for planning that include social determinants of health;
• Work collaboratively and provide ongoing support to other HNECC integration activities to support each of the focus areas at a local level;
• Work collaboratively across portfolios to ensure integration activities are well informed by planning processes, and utilise appropriate enablers to integration, including (but not limited to) eReferrals, HealthPathways and secure messaging.

**Focus Area – Hospital avoidance strategies**

• Optimise stakeholder relationships with service providers to fully understand the Afterhours Primary Care services funded by HNECC;
• Consult with key stakeholders when developing and implementing new models of care to ensure models are appropriate to the identified needs and are embedded to routine practice;
• Collaborate with service providers to develop and implement initiatives that enhance afterhours services and contribute to hospital avoidance strategies using quality improvement principles and change management frameworks;
• Ensure new models of care improve the integration of services between the afterhours service providers and the patient’s regular primary health care provider by encouraging information sharing and clinical handover;
• Ensure enhancements to afterhours care and hospital avoidance strategies are articulated to inform the commissioning process;
• Promote hospital avoidance strategies that are scalable across comparable sub-regional locations;
• Act as subject matter expert within the HNECC Integration team to champion and lead projects related to Afterhours primary care and hospital avoidance strategies, and willingly share this knowledge across the organisation.

**Contract Coordination**

• Develop and provide subject matter expertise to commissioning Afterhours Primary Care Services, contributing to the development of relevant procurement documents and evaluation of tender submissions;
• Utilise relationships with service providers to facilitate quality improvement activities and maintain reporting requirements;
• Contribute to developing outcome measure specific to Afterhours primary care services using the Quadruple AIM approach;
• Co-ordinate information pertaining to Afterhours and hospital avoidance strategies for all scheduled reporting to the Department of Health, including the review and development as necessary of key performance indicators for inclusion in the Afterhours Primary Care Services schedules;
• Maintain strong relationships with contracted Afterhours service providers and undertake other activities in line with the Contract Coordinators Roles and Responsibilities Framework. This includes both face to face and virtual visits to locations across the region where the initiatives are in place.

Professional Development
• Develop and maintain a broad level of knowledge relating to primary care and factors influencing the sectors, with a focus on improved coordination, integration and the interface between primary and tertiary care.
• Develop and maintain skills in evaluation, monitoring and contract management in relation to the contracts assigned to this position.

Organisational
• Display an attitude and behave in a manner that is consistent with the core values and guiding principles
• Identify and develop enhancements and add value to the existing processes through the development of continuous improvement opportunities
• Have access to confidential data and information, and to preserve the confidentiality of these in accordance with relevant policies and procedures
• Provide a “no wrong door” service approach to enquiries which is courteous, friendly, supportive and professional to achieve a prompt response
• Maintain knowledge and understanding of how our colleagues and stakeholders’ culture may inform their values, behaviours and beliefs and adapt our approaches and services accordingly

Work Health and Safety
While at work, a worker must:
• Take reasonable care of his or her own health and safety and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
• Comply so far as the worker is reasonably able, with any reasonable instruction by management and comply with HNECC policies and procedures relating to health and safety

Selection Criteria

Essential Criteria
• Relevant experience in a health care settings and/or tertiary qualifications in a health related discipline. A broad understanding of primary care and/or hospital avoidance strategies would be advantageous.
• Demonstrated excellent skills in developing and maintaining strong relationships with key stakeholders and partners
• Excellent interpersonal and communication skills, with well-developed written communication skills including writing project reports and executive briefings
• Understanding of change management and project management principles and the practical application of these to achieve outcomes
• Proven ability to develop and undertake projects that enhance patient centred healthcare and consider patient outcome measures as part of the project evaluation
• Demonstrated experience in the use of contemporary information technology and computer applications
• Demonstrated organisation and time management skills, with proven ability to work autonomously to deliver high quality outcomes in agreed timeframes
• Unencumbered NSW Drivers Licence.

**Special Conditions**

• Some work out of hours work on evenings and weekends may be required for which flexible working hours may be negotiated with manager.
• Regular travel is required within the HNECC region including the use of fleet vehicles and occasional overnight travel
• Recognition of working in a geographically dispersed team, and the need to consider the use of technology to maintain a level of expected team communication.

**Appointment Pre-requisites**

The following checks must be complete before employment can commence. Certification of tertiary qualifications and professional memberships

• Verification of current NSW drivers licence
• Access to a comprehensively insured motor vehicle
• National Police Check

**Acceptance of Position**

I hereby accept the position as outlined in the above points and agree to abide by the HNECC values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of additional responsibilities as elements may vary from time to time.

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Signature

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Date

**Document Management**

| Executive Support Officer – Quality Commissioning & Improvement | Amanda Martin | Date: | 16/06/2017 |

Position Description: Integration Officer Jan 2016 updated June 2017