



## GOULBURN VALLEY PRIMARY CARE PARTNERSHIP

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### POSITION DESCRIPTION

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<b>Title:</b>	Service Coordination Project Co-ordinator
<b>Classification:</b>	Classification: Community Development Worker CL3 Yr3 Rate per Hour: \$31.00 to \$33. (\$28.58 plus over award payment of \$2.42 to \$4.42)
<b>Salary &amp; Conditions:</b>	<ul style="list-style-type: none"><li>• Social and Community Services Award</li><li>• 0.5 EFT</li><li>• Salary negotiable depending on skills and experience</li><li>• Initial contract from 1<sup>st</sup> March 2010 to June 2012 based on continuation of funding</li><li>• Primary location is the offices of GV Community Health Services Inc,</li></ul>
<b>Responsible to:</b>	Executive Officer - Goulburn Valley Primary Care Partnership
<b>Responsible for:</b>	Service Coordination in the Goulburn Valley Primary Care Partnership
<b>Employing agency:</b>	Goulburn Valley Community Health Service
<b>Performance Review:</b>	At three months, then annually thereafter

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### VISION STATEMENT OF GOULBURN VALLEY PRIMARY CARE PARTNERHIP

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#### Health and Wellbeing for All:

- Well Communities
- Strong families
- Healthy Individuals

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### BACKGROUND INFORMATION

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The Goulburn Valley Primary Care Partnership (GVPCP) was established in August 2000, and currently has a membership of 50 health and community service organisations from the City of Greater Shepparton and Shires of Moira and Strathbogie.

The 2009-2012 GVPCP Strategic Plan will focus on the following three health & wellbeing priorities based on the four main deliverables of Partnership, Service Coordination, Integrated Health Promotion and Integrated Chronic Disease Management:

#### 2009-2012 GVPCP Strategic Priority Areas are:

Improve the health of those in our communities

1. Who are older and at risk,
2. Who are disadvantaged (CALD, Indigenous, Youth, Homeless, Disabilities),
3. Who have chronic disease(s).

## **Primary Care Partnership Core Deliverables**

### **Service Co-ordination**

To ensure that we are delivering a seamless service system, GVPCP members have articulated the following goals and objectives that they will work through in partnership over the next three years:

**Goal:** Consumers & carers within the Strategic Priority Areas experience enhanced engagement & access to services

**Objective 1:** GVPCP members to develop & implement a consistent and effective localised approach to Service Coordination based on the principles of the Victorian Service Coordination Practice Manual (VSCPM).

**Objective 2:** Greater collaboration between general practice, community based organisations & privately funded services

It will be the main focus of the Service Coordination Project worker to ensure these objectives are met undertaking the strategies outlined in the 2009-12 GVPCP Strategic Plan

### **Integrated Chronic Disease Management (ICDM)**

This is currently being facilitated through a partnership between Goulburn Valley Health (GVH) and Goulburn Valley Community Health Service (GVCHS). This project is pivotal to implement an effective environment of collaboration that will support integration of chronic disease management activities, as well play a leadership role in the development of the capacity of organisations to deliver appropriate services to consumers.

**The Service Coordination Project Worker will be required to coordinate activities with the ICDM lead agencies as there will be a number of instances where there is overlap in work.**

**Goal:** Consumers consistently experience safe, effective, client centered, timely, equitable healthcare through an integrated & coordinated system.

**Objective 1:** Build a platform for the integration of current chronic disease management programs.

**Objective 2:** Build the capacity of agencies and their staff in their knowledge of chronic disease management.

### **Integrated Health Promotion**

The GVPCP Integrated Health Promotion (IHP) Planning Group selected the health promotion catchment priorities for 2009 – 2012 through the process of analysing local and state wide data. Through this process Goulburn Valley PCP identified two health promotion catchment priority areas for Integrated Health Promotion in 2009 – 2012:

1. Mental Health and Wellbeing
2. Physical Activity

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## **JOB FUNCTION – KEY RESPONSIBILITIES**

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The role of the Service Coordination Project Worker will be as follows:

The worker initially will be responsible to carry out the strategies and initiatives within the GVPCP 2009-2012 Strategic Plan relating to Service Coordination and assist in the development of the 2012-2015 Strategic Plan. Key responsibilities will include:

- Working with members of various working groups and projects both regionally and catchment based, other GVPCP staff and relevant peak bodies or key stakeholders and implement the plans contained within the 2009-2012 Strategic Plan
- Coordinate and providing capacity building activities for members of the GVPCP to improve their implementation of the principles within the Victorian Service Coordination Practise manuals
- Develop a clear work plan in consultation with Executive Officer and relevant stakeholders to implement and evaluate the strategies outlined with the 2009-12 GVPCP Strategic Plan
- Work with and provide support to the regional Service Coordination E-Referral project worker this will include:
  - Engage & inform member agencies with information and support to implement E Referral systems
  - Support agencies with their use of the Connecting Care E Referral systems
- Attend various Department of Health (DH) Central and Regional Service Coordination meetings which may be held within the Hume Region or at other venues eg Melbourne
- Preparation of relevant material or resources for committee and team meetings and program milestones
- Coordinate reporting for DH for GVPCP Service Coordination activities
- Assist in the development, facilitation and evaluation of the GVPCP Communication Strategy
- Participate in project team reviews where progress of the team is measured, ongoing requirements identified and future goals mapped
- Working with the project teams, other GVPCP staff and relevant peak bodies or key stakeholders, plan for development of the 2012-2015 GVPCP Strategic Plan.

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## KEY SELECTION CRITERIA

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1. A relevant tertiary qualification in Community Development, Project Management or health related discipline. And or Qualification and experience in Delivering training will be highly regarded
2. Clear understanding of the Primary Care Partnership philosophies and objectives.
3. Ability to work with minimal direction also has high level knowledge and experience in change management, quality improvement, project planning, implementation, evaluation, and ability to meet strict timelines.
4. Demonstrated knowledge and understanding of the issues involving Service Coordination in the health and community service system, especially in regard to the implementation of:
  - a. Better Access to Services (BATS)
  - b. Victorian service Coordination Practice Manual
  - c. Service Coordination Tool Templates &
  - d. E-Referral
5. Understanding of and respect for the local community and their health issues
6. Experienced user of MS Office products (Word, Excel, PowerPoint, Outlook), knowledge of and ability in the use of the media and other forms of communication
7. Excellent interpersonal and verbal communication skills, including the ability to do public presentations, chair meetings and other public speaking forums.
8. Current drivers licence.