

Position Description

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| Position | Specialist – Design |
| Agency | Planning, Design and Evaluation |
| Reports to | General Manager – Planning, Design and Evaluation |
| Terms and Conditions of Employment | In accordance with the current industrial Enterprise Agreement and Contract of Employment |
| Classification/ Salary Stream | Specialist – Functional (Manager) |
| Length of Position | As per Contract of Employment (subject to ongoing funding from the Australian Government Department of Health) |
| Location | As per Contract of Employment Primary Health Tasmania provides services across Tasmania |

Organisational overview

Primary Health Tasmania is a non-government, not-for-profit organisation working to connect care and keep Tasmanians well and out of hospital. The organisation is one of 31 similar bodies established around Australia on 1 July 2015 as part of the Primary Health Networks Programme – an Australian Government initiative.

The Government has set the following objectives for primary health networks nationally:

- **increasing the efficiency and effectiveness** of medical services for patients, particularly those at risk of poor health outcomes; and
- **Improving coordination of care** to ensure patients receive the right care in the right place at the right time.

More information is available on the primary health networks website www.primaryhealthtas.com.au

A critical key to achieving the organisational objectives is a workforce which is flexible and responsive. Central to performance are the competencies - the knowledge, skills and abilities that Primary Health Tasmania employees must demonstrate to perform their roles effectively. These competencies are described in this position description and the Primary Health Tasmania Competency Framework.

Primary Health Tasmania supports organisational wide competency building, and a more flexible and responsive Primary Health Tasmania workforce that is well equipped to deliver innovative and creative health system integration and redesign to its stakeholders and the community.

Position purpose

The Specialist - Design plays an essential role in leading the design and re-design stages of commissioning and strengthening the primary health sector. This role includes the ability to provide leadership in key technical skills to ensure a high quality design capability guides the commissioning of contemporary health services and service improvement initiatives for Primary Health Tasmania.

Key relationships

| Internal | External |
|---|--|
| Planning and Evaluation Team | Health care providers |
| Health Stream Leads | Health care consumers and stakeholders |
| Members across organisational functional groups | Subject Matter Experts – quality and safety, digital health, health economists |
| | University and research expertise |
| | Relevant Federal and State Government offices |

Responsibilities and accountabilities

- Leading the design of contemporary services and service improvement initiatives for Primary Health Tasmania that effectively contribute to improved health outcomes and improved service system integration.
- Leading research and evidence based approaches in service and system modelling to achieve the quadruple aim of improved consumer experience, improved population health outcomes, improved service efficiency and improved provider experience.
- Leading engagement and collaborative approaches with key stakeholders, using high level change management techniques to identify and implement coordinated and sustainable system and service design initiatives.
- Developing and maintaining strategic relationships with health system stakeholders and consumers to facilitate strategic, collaborative and outcomes focused co-design processes.
- Providing leadership and building the organisation's capability in design, including in one or more of the specific technical skills required of the design function. These include the following priority technical skills:
 - Quality and safety – in liaison with the Clinical Governance Committee, leading the development, implementation and continuous improvement of the organisation's commissioning quality and safety framework, including the development of performance indicators and capability building initiatives to support measurable improvements in quality and safety in primary health and in commissioned services and initiatives.
 - Health pathways – ensuring that service design and re-design initiatives are founded on agreed, sustainable and safe health pathways to guide the efficient and effective movement of people through the health system. This includes providing leadership in embedding Tasmanian HealthPathways as a key design/re-design tool for Primary Health Tasmania, with a specific focus on building organisational capability to implement this initiative as part of all service design/re-design initiatives.
 - Primary health workforce development - leading the organisation's understanding of the primary health workforce and its approach to primary health workforce support and development, utilising evidence based workforce analysis and forecasting, contemporary workforce support and development strategies and contributing strategically to Primary Health Tasmania's support, engagement and capability building strategies with professional groups.
 - Digital health – leading the strategic direction for digital health and innovation for the organisation, including driving the organisation's digital health strategy, supporting the identification, implementation and evaluation of digital health technologies for improved service connectivity and service access, developing and building working relationships with and between sector leaders in the health technologies space to support service access, provider linkage and sharing of clinical data for improved health outcomes and maintaining an up to date knowledge of emerging technological advances and initiatives in health service to inform future planning and investment.

- Person centred approaches – leading the organisation's focus on a person centred approach to service and system improvement, including but not limited to understanding the person's experience of engaging with health services and systems and applying this as a measure of service and system performance and improvement, working with primary health providers to strengthen person centred ways of working and service delivery models, engaging consumers and carers in health service and system planning, design, implementation and evaluation and building consumer and community health literacy to inform decision making and service access.
- Health economics – contributing to the organisation's design of sustainable efficient and effective services and service improvement initiatives through developing and/or applying health economic evidence, models and evaluations, including cost-effectiveness analyses, budget impact models to inform service model development, implementation, performance management and outcomes measurement.
- Leading the development and continuous improvement of design/re-design frameworks, tools and capabilities to support the organisation's commissioning approach, including those resources specifically relating to the specialist technical skills as noted above.
- Working with peer design specialists to build their capability in specialist technical skills and developing skills relating to other technical specialist areas in order to ensure that all members of the design team area able to apply a range of specialist technical skills in a variety of settings, as part of a flexible multi-skilled organisational workforce.
- Leading the primary health consultancy team in providing targeted and professional operational capability building support and resources to general practice, primary health providers and commissioned providers.
- Working with the other functional leaders, health stream leads and the Executive in driving the strategic direction, collaborative action and outcomes for the organisation.
- Responsible for the budgeting and reporting of team and project outcomes and ensuring project plans, reports and measures are of the highest quality.

Competencies required for the role

- Below is a full list of competencies and each level required for this role.
- The Primary Health Tasmania Competency Framework applies to all Primary Health Tasmania employees, across all occupational groups.
- Please note that the competencies noted below are provided for the generic design function. The competency matrix will be amended for each Design Specialist to incorporate the relevant competencies required of the specialist technical skills (as noted in the responsibilities and accountabilities) upon appointment to the position.

Competency summary

- A full list of competencies with behavioural indicators are provided in the **Primary Health Tasmania Competency Framework** listed on the Primary Health Tasmania website.
- The behavioural indicators provided in the **Competency Framework** provides detailed examples of the types of behaviours that would be expected at each competency level and should be reviewed in conjunction with the role's Responsibilities and Accountabilities.

Competency matrix:

| | | | |
|---|------------------|--|------------------|
| Personal attributes - Adapt and respond to change - Display resilience and courage - Act with Integrity - Manage Self | 3 3 4 4 | Relationships - Communicate effectively - Commit to Customer Service - Influence and Negotiate - Work Collaboratively | 4 3 4 4 |
| Results - Deliver results - Plan and Prioritise - Think and solve Problems - Demonstrate Accountability | 3 3 4 4 | Business support - Finance - Technology - Procurement and Contract management - Project Management | 3 3 3 4 |
| People leadership and management - Lead, Manage and Develop People - Inspire Direction and Purpose - Optimise Business Outcomes - Manage Reform and Change | 3 3 3 3 | | |

4 - Highly advanced
3 - Advanced
2 - Intermediate
1 – Foundational

Selection criteria – skills, qualifications and experience

Key Capabilities

Essential

- Clinical, health-related or other relevant qualifications related to the specialist technical skills required of the design function and/or extensive experience in working in a leadership role in a range of health settings.
- Demonstrated experience and skills in applied change management approaches.

Desirable

- Background and experience in a leadership capacity with service model design and improvement.
- Extensive experience in the health system and health sectors including a high level of knowledge of the local and system level issues impacting on efficient and effective health service delivery and local and national health reform agendas.
- Extensive experience in one or more of the specialist technical skills required of the design function role including the demonstrated ability to apply skills and approaches for improved service design, performance and outcomes.
- Demonstrated high level ability to improve knowledge and skills in new specialist areas with evidence of being able to apply new skills confidently and to a high quality.
- Extensive experience in engaging and working collaboratively with consumers and stakeholders to identifying issues, solutions and evaluating outcomes.
- Evidence of strong leadership capability and examples of building organisational capability to ensure an adaptable and collaborative work force.
- Advanced strategic thinking and planning and the ability work collaboratively internally and externally to build design capability across the commissioning phases.
- Current Driver's Licence

Working environment

Primary Health Tasmania operates from three administrative centres in Hobart, Launceston and Ulverstone. Intrastate and interstate travel will be required.

Our values

The following core values underpin the work of Primary Health Tasmania. These core values are fundamental to the organisation and the way in which Primary Health Tasmania staff and management engage with each other and with stakeholders. These values are currently under development in collaboration with staff and the Board.

Trusted Collaboration

“We do as we say”

- We engage with honesty and openness
- We are inclusive and approachable
- We act with ethics and integrity

People-centred

“We put people at the centre”

- We are inclusive and respect diversity
- We apply fairness and understanding in our dealings with community.

Innovative Excellence

“Can do attitude”

- We are an agile organisation that embraces challenge
- We respond creatively and dynamically to develop solutions



Mr Phil Edmondson
Chief Executive Officer

July 2016

Employee's signature:

Date:

Manager / Supervisor signature:

Date: