





Integration and Partnerships Specialist – Townsville

Department:	Health System Integration and Innovation
Location:	Townsville
Position type:	Full time
Classification:	Level 8
Reports to:	Integration and Partnership Lead
Direct reports:	Nil

Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. 'We work together'	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
 Leadership	We are empowered, inspired, and will step up to create a better future. 'We are all leaders'	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
 Integrity	We hold ourselves to the highest standards of ethics and professionalism. 'We do the right thing'	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
 Accountability	We own our actions, follow through on our promises, and live our values. 'We do what we say'	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
 Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. 'We are considerate'	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





Role summary

The Integration and Partnerships Specialist – Townsville is responsible for strategic engagement of internal and external stakeholders and partners to drive integration of health systems to enable enhanced services. The role is also responsible for managing and optimising current relationships, identifying new business opportunities and efficiencies, and working with stakeholders to codesign services.

Working with the Integration and Partnership Specialist Team, the Integration and Partnerships Specialist – Townsville will also support other Northern Queensland Primary Health Network (NQPHN) Teams in their engagement activities to build relationships across the NQPHN region.

Key responsibilities

Role-specific

- Working in collaboration with the Integration and Partnership Specialist Team, manage and monitor strategic integration and engagement with internal and external stakeholders, for the Townsville region.
- Promote the philosophy of “one system” that aims to improve the patient journey and enhance effectiveness and efficiencies of the health care system.
- Establish and build relationships with relevant agencies and peak bodies with particular focus on industry partners, local council, and the social sector.
- Collaborate with internal teams to ensure an integrated approach that utilises information and data gleaned from stakeholder engagement to inform high quality service planning and commissioning.
- Actively lead stakeholder engagement design, planning, reporting, and evaluation that is anchored in evidence, research, and continuous quality improvement approaches that addresses, and delivers on the national primary health care reform agenda.
- Maintain a high level of oversight of new and emerging primary health care innovation, research, and reform.
- Build and maintain collaborative relationships with local Health and Hospital Services (HHSs) to provide integration, education, and skilling opportunities.
- Engage in a culture of high achievement and recognition that enables teams to coordinate and deliver a dynamic and innovative program.
- Advance the PHN agenda and the exchange of resources and information.
- Build relationships with contracted providers and support successful delivery of commissioned activities, including monitor and report back to stakeholders on contract anomalies.

Organisation-wide

- Committed to “One PHN” and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure “best practice” processes across all areas of responsibilities.
- Comply with the Organisation’s policies and procedures.

- Ensure the safety of yourself and others in line with the organisation’s Workplace Health and Safety policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

Key selection criteria

- Minimum degree qualifications in a health-related discipline and five years’ experience in a senior role within a health service or related field.
- Demonstrated high level of knowledge and/or experience in stakeholder engagement including theory and practice.
- Demonstrated ability to develop rapport, build and manage relationships with various stakeholders.
- A proven track record of systems integration work that includes working across organisations and sectors with demonstrated outcomes.
- Demonstrated high level of interpersonal, communication (oral and written), and negotiation skills.
- Demonstrated leadership skills and experience working in an environment of rapid change and ambiguity.
- Demonstrated ability with strategic and work plan development, submissions, grant applications, and program marketing material.
- Ability to prioritise and meet deadlines in a high demand work environment.

Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) Qld (if required).

Capability Framework

NQPHN has a Capability Framework in place. This role has the following core competencies and expected levels.

Core competency	Skilled
Teamwork and team leadership	<ul style="list-style-type: none"> • Assumes accountability for work delegated to others (peers, team members, experts, etc). • Works with teams with complementary skills/expertise. • Encourages people with opposing viewpoints to express their concerns. • Resolves conflict among team members sensitively and fairly. • Helps others learn from experience and development initiatives. Recommends readings, trainings, and other resources. • Continually acquires and applies new knowledge and learning to improve job performance.

Core competency	Skilled
	<ul style="list-style-type: none"> Provides constructive feedback to others.
Resource management	<ul style="list-style-type: none"> Allocates and controls resources within own area of responsibility/scope of assignment. Identifies needs for resources to effectively support current initiatives, services, and offerings. Manages assignments' delivery processes and deadlines.
Flexibility and continuous improvement	<ul style="list-style-type: none"> Seeks best practices inside and outside the Organisation to anticipate change. Stays open-minded and encourages others to bring new perspectives. Stays aware of the organisational objectives and monitors current developments and trends that may affect implementation of organisational direction, programmes, or plans. Helps others understand the strategic goals of the Organisation and how their work relates to these.
Stakeholder engagement and communications	<ul style="list-style-type: none"> Writes on complex and highly specialised issues. Conveys critical nuances and qualifiers to facilitate complete understanding of the material. Evaluates current network for effectiveness and relevance to achieving strategic objectives within own area. Identifies and creates opportunities to initiate new connections that will facilitate the achievement of strategic goals within own area.
Quality management	<ul style="list-style-type: none"> Understands quality management systems, and their impact on organisational governance, as well as basic tenets of ISO 9000. Assists in the evaluation and monitoring of quality management systems. Ensures staff are utilising quality management systems. Collates and provides feedback to senior management on utility of quality management systems.
Strategic thinking and innovation	<ul style="list-style-type: none"> Clearly communicates and operationalises the strategic vision. Able to engage with the organisation as a whole and influence strategic decisions. Leads team's strategic thinking. Takes a long-term, evidence-based approach to decision making, and considers all consequences before acting. Encourages creativity and innovation through continuous improvement. Inspires others to contribute to strategic goals.
Governance and risk	<ul style="list-style-type: none"> Communicates governance requirements clearly to ensure compliance. Seeks and applies benchmarking/best practices to improve strategy development or application.

Core competency	Skilled
	<ul style="list-style-type: none"> • Has a comprehensive understanding of the legal governance surrounding the engagement with public and service users and operates effectively within such parameters. • Models risk management. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Ensures a safe workplace.
Project and program management	<ul style="list-style-type: none"> • Develops effective project plans and cost schedules. • Applies effective project controls to deliver complex projects or get projects back on track. • Ensures full visibility of project's financial performance. • Applies best practice program management experience. • Provides expert advice and facilitation on program tracking/reporting/assurance/quality control, information management, financial accounting, risk/issue tracking, change control, and knowledge management/learning structured in ways that best meets program objectives. • Ensures appropriate program management information exchange occurs. • Takes responsibility for the work of others and allocation of resources. • Provides complete planning service utilising other resources. • Develops project strategies and optimises project execution within constraints of time and money. • Able to handle multiple projects with substantial personal autonomy.
Commissioning	<ul style="list-style-type: none"> • Ensures PHN activities and policy in relation to activities are in line with the Commissioning Framework. • Has responsibility for monitoring procurement and contract activities to align with the Commissioning Framework. • Promotes the principles of the Commissioning Framework. • Implements effective commissioning activities to monitor provider, supplier, and contractor performance against the Commissioning Framework, including deliverables and outcomes. • Represents the organisation in the resolution of complex/sensitive disputes with providers, suppliers, and contractors.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.