

Position Description

Position title	Health Planning Coordinator
Responsible to	Manager, Planning & Insights
Responsible for	Nil direct reports
Location	Fyshwick, Nowra, Moruya or Wollongong - (travel across the region will be required)
Status	Full time
Hours	38 hours per week
Salary range	Band 3 Opening
Conditions	National Employment Standards Employment Contract Company policies and procedures Flexible work practices
Remuneration and benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Probity checks	Reference checks National Criminal Record Check Qualifications/Certifications required for the position Professional registrations and memberships as required for the position
Level of delegation	As outlined in Delegations Policy

Organisational context

COORDINARE is the values led Primary Health Network for South Eastern NSW supporting primary care in the region to be person centred, accessible; equitable; safe and high quality, comprehensive; population orientated; and coordinated across all parts of the health system. COORDINARE provides a unique blend of private and public perspectives and innovative thinking which aims to ultimately transform the health of people in the region.

COORDINARE has adopted a business model that is data-driven, using clinical expertise and consumer feedback, to determine local needs and co-design initiatives that improve health outcomes, achieve better consumer experiences, enhance provider satisfaction, and deliver value for money. Using population health data, working

closely with our GP-led Clinical Councils, our Community Advisory Committee and through our strategic alliances with the Local Health Districts, we set clear local priorities as well as identify strategies to implement the national priorities locally.

COORDINARE works at four levels within the health system to achieve person centred care:

- **Involving consumers** in decision-making both at an individual level – around people’s own health, treatments, and illness management and at an organisational level – around policy development, service design, delivery, and evaluation.
- **Supporting general practice** as the cornerstone of primary care.
- **Working within local communities** to commission services which improve outcomes for at-risk, high needs groups.
- **Building system enablers and designing service improvements** to optimise pathways for patients and coordinate their care.

COORDINARE commissions services, in line with our Commissioning Framework, focusing on those most at risk of poor outcomes, rather than providing services directly. Commissioning involves a strategic approach to purchasing services from providers, using information gathered from our Needs Assessments and analysis of local provider markets. Our approach to commissioning also involves ongoing and collaborative relationships with service providers, working together to design initiatives and ensure that contracted deliverables and quality outcomes are met.

Purpose

The Health Planning Coordinator will support and assist the Manager, Planning & Insights with the implementation of all population health and service planning functions of the organisation. Collation of qualitative and exploratory information; literature search and review; summarizing pre-existing quantitative reports and synthesis of strategic reports and plans to support management and executive decision-making is the critical function of the role. This role will work in close collaboration with other staff of the Planning and Insights Team to ensure a seamless delivery of health planning and health reporting functions to the organisation and its key stakeholders, under the guidance and direction of the Manager, Planning & Insights.

Key accountabilities

Under the supervision and direction of Associate Director, Planning & Insights:

- coordinate and/or support the **collation and drafting of relevant plans and reports** primarily including the following but not limited to:
 - Needs Assessment to the Department of Health and its ongoing updates,
 - Performance reporting to the COORDINARE Executive and Board,
 - Performance monitoring components of contracts and relevant program / service project plans.
- facilitating the systematic **collection, analysis and summarising of qualitative data** such as stakeholder consultations, consumer consultation information among other resources to inform system improvements, gaps analysis and outcomes reporting.

- **utilise pre-existing quantitative and qualitative information** in the preparation of plans and reports.
- ensure **qualitative data** such as community surveys stakeholder consultation data and other relevant survey data is well-catalogued and collected using **good survey design methodology** with appropriate and consistent data and **information governance** provisions.
- understand **COORDINARE's Performance Framework** and work with other staff to ensure plans/activities/contracts include measurable outputs and outcomes as **key performance metrics** and mandated / appropriate data capture and information reporting protocols.
- support the Planning and Insights Team in the **development and synthesis of information summaries** especially drawn from existing information assets such as (but not limited to) COORDINARE's [Population Health Profile](#), as directed.
- contribute to **internal performance review** processes of various programs and commissioned services.
- contribute to the **quality assurance** of all activities of the Strategy and Performance team and support ongoing quality improvement activities.
- support the routine **administrative and other workflows** of the team as directed / required.
- contribute to and participate in the continued development of a **data-informed and evidence-driven culture and working environment**.

Key relationships

- Internal – Primary Care Development team, Planning and Insights team, Commissioning team, Executive and other administration staff.
- External – individual general practices partaking in the COORDINARE SPDS project and their practice staff, commissioned service providers, key external stakeholders and peak bodies relevant to understanding health needs and service gaps of the South Eastern NSW catchment.

Key challenges

- Embedding a robust approach to data and information across the organisation.
- Proactively collating and summarizing stakeholder and community consultation information on an ongoing basis.
- Communicating to a wide audience complex information in a clear, concise, and accessible form.
- Managing time and workload with competing priorities and variable deadlines.

Key outcomes

- Population Health Needs Assessment and Population Health Information Snapshots amongst other summary reports are drafted in a succinct and informative manner incorporating inputs from relevant staff and stakeholders and are prepared for Manager and / or Director approval in a timely manner.
- Key plans and reports are accurate, timely and clearly presented.
- Consumer and other stakeholder consultation findings are collated and summarized in existing Planning Journal format and are accurate and useful to inform planning and commissioning decisions.

- Internal reports and evaluation documents are summarised and synthesised to inform planning and commissioning decisions.

Selection criteria

1. Relevant experience and/or qualifications in health management or public health or equivalent.
2. Demonstrated ability and experience in document writing and drafting succinct reports and summary papers from wide variety of information snapshots and documents especially from health system performance information.
3. Previous experience and strong background in project management and ability to coordinate tasks, manage time wisely and adhere to instructions / supervision / guidelines.
4. Highly effective written and oral communication skills, with the ability to collaborate and engage effectively with a wide range of stakeholders.
5. Demonstrated ability and experience with clear documentation of procedures and workflows, summarizing detailed information and KPI driven performance reporting.
6. Demonstrated ability to draft concise and meaningful summaries of qualitative and quantitative information for executive review and consideration.
7. Ability to thrive and deliver quality results in a time constrained, fast paced, and complex operating environment while strictly adhering direction from supervisor.
8. Current NSW driver's license, access to a comprehensively insured motor vehicle and a willingness to travel as part of this role.

Personal qualities

- Embraces and adopts the team culture and way of working within the Planning and Insights Team
- Willing to undertake projects / assignments on short notice to ensure deliverables of the wider Planning and Insights Team are submitted in a timely manner with high levels of quality.
- Demonstrate very high levels of integrity and stay true to the insights drawn from the analytical outputs of the Planning and Insights Team.
- Perseverance in achieving objectives despite limited resources, tight deadlines, and occasional setbacks.

COORDINARE is an equal opportunity employer embracing diversity. We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are sector leaders with excellent benefits, and a hybrid workplace in the beautiful SENSW region.

Successful applicants must have the right to work in Australia, be willing to complete a Criminal Record Check and, due to our purpose and nature of our work, must be able to demonstrate up to date COVID 19 vaccination status or medical exemption.

As the incumbent of this position, I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.

Employee name:	Employee Signature:	Date:
Manager's name:	Manager's signature:	Date:

Please note if this PD is for a new role it will need to be reviewed and approved by the CEO.

Date	Version No.	Author	Approved by	Reason for update
May 2021	1	Manager Planning and Insights	CEO	New
March 2024	2	Manager Planning and Insights	Director, Strategy and Performance	Revised for recruitment