

Position Description

Position	Aged Care Program Officer
Location	Heatherton
Directorate	Commissioning & Capacity Building Services
Reports to	Manager Provider Support
Employment Status	0.6 EFT 2 year contract

About South Eastern Melbourne PHN (SEMPHN)

At South Eastern Melbourne Primary Health Network (SEMPHN), we foster and support a more equitable, person-centred and seamless health system to positively impact the health outcomes for our communities.

Reporting to an independent Board, our vision is for the people of South East Melbourne to have the opportunity to live their healthiest lives possible.

We support this by providing:

- Evidence, planning and influencing services to meet population health needs.
- Capacity building services to grow primary health and its workforce in our region.
- Commissioning services to translate national and state policy into local services and the regional health system.

We are one of six Primary Health Networks (PHNs) in Victoria, and 31 PHNs across Australia, with around 1.6 million residents in our catchment.

Funded primarily by the Australian Government, the Commonwealth priority areas for improvement and innovation for primary health are: Mental health; Alcohol and Other Drugs (AOD); Aboriginal and Torres Strait Islander Health; Aged care; Population health; Health workforce development and Digital health.

Our local focus is to positively impact population health and service demand, consumer-focused healthcare, primary health services, innovation and system reform and organisational excellence and sustainability.

Our strategy, 'Path to Impact', clearly articulates SEMPHN's role within the wider healthcare system and community to maximise our value to South East Melbourne communities, health service consumers and providers, funders and policy makers.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it.

Our values are Collaboration; Community; Accountability; Respect; Excellence; and Solution focused.

All SEMPHN employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours which reflect these values.

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About the Commissioning and Capacity Building Services Directorate

The Commissioning and Capacity Building Services Directorate leads the commissioning services across the region enabling SEMPHN to both increase access to primary health care services and shape the system that delivers those services. This team provides the essential capacity in 'end to end' service design, including co-design and contract management necessary for intelligent and efficient commissioning activities. The directorate also leads the work to build provider capacity, enable better clinical, provider and client outcomes, develop key stakeholder relationships and undertake advocacy and manage SEMPHN's clinical risk.

About Provider Support

The Provider Support team is part of the Commissioning and Capacity Building directorate and works closely with the Digital Health team to form the Capacity Building and Enablement sub-directorate. SEMPHN leads reform in the primary health care arena. Provider Support engagement and partnership with the sector assists in building capacity in primary and aged care, improving health outcomes for individuals living in south east Melbourne.

The Provider Support team includes Provider Support Officers, Area 4 Pharmacotherapy Officers, and Project Officers.

The Provider Support team works proactively with the provider community to facilitate understanding, engagement and partnership in this domain. All teams participate in SEMPHN's engagement and commissioning activities to support improved health outcomes for our community.

Members of the team regularly assist each other and work across other programs and projects as required by their Manager.

Job Summary

Your primary responsibility will be to deliver the Aged Care On-site Pharmacist (ACOP) Measure. The measure will increase the number of credentialed pharmacists working on-site in residential aged care homes (RACHs) in a clinical role across the SEMPHN region. On-site pharmacists will regularly review medications aiming to reduce medication related harm and optimise the use of medicines.

The ACOP Measure aims to:

- improve medication use and safety
- provide for continuity in medication management
- provide easy access to pharmacist advice
- integrate on-site pharmacists with the health care team, including local general practitioners, nurses and community pharmacy
- increase understanding and response to individual resident needs.

To deliver on the ACOP Measure, the Aged Care Program Officer will:

- Coordinate provision of information to RACHs.
- Manage requests for support from RACHs seeking to engage eligible pharmacists to work on-site.

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- Identify eligible pharmacists who are available to work on-site in RACHs as part of the Measure.
- Ensure that pharmacists seeking to participate in the Measure understand the eligibility requirements. Provide RACHs with information about eligible pharmacists seeking to be employed by RACHs under the Measure. Support RACHs wanting to participate in the Measure to engage eligible pharmacists to work on-site.
- Support engagement between RACHs, their pharmacists employed under the Measure, their residents' general practitioners and other relevant health professionals utilising the connections of the PHN.
- Support communication and collaboration between pharmacists employed by RACHs under the Measure within the PHN's region.

The Aged Care Program Officer will also:

- Build capacity in the meaningful use of digital health tools across all RACHs and Pharmacists
- Work closely with, and support the delivery of, the GP Aged Care Incentive and Greater Choices in at Home Palliative Care programs.
- Support other SEMPLHN projects and programs.

You will be a member of a team which works on several contracts/projects simultaneously, the ability to plan and prioritise will be essential.

The role will work collaboratively with internal and external stakeholders to inform and support solutions.

Your expert coordination and stakeholder management skills will be vital to the effective roll out of these programs. In addition, the role may be required to provide project support to other SEMPLHN initiatives.

Key Responsibilities

Facilitation of relationships

- Building, strengthening, and maintaining relationships with RACHs to inform them how to access an eligible pharmacist, understanding their specific requirements, matching them with eligible pharmacists.
- Building, strengthening, and maintaining relationships with pharmacies and eligible pharmacists who are available to work on-site in RACHs as part of the measure
- Facilitate and support engagement between the RACHs and eligible pharmacists and provide ongoing communication and collaboration between pharmacists employed by RACHs under the measure.

Capacity building of stakeholders

- Establishing and/or supporting local forums, networks and communities of practice that support pharmacists, RACHs, general practices and ACCHS to share information, experiences, learnings and approaches to implementation
- Developing communications and training materials for RACHs, general practices, ACCHS and/or patients and distributing the GPACI Best Practice Guidance and Tools and other relevant departmental communications and materials to stakeholders

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- Provide education and training to encourage adoption and meaningful use of digital health tools to support RACHs and Pharmacists. This includes Digital Health initiatives such as My Health Record (medication documents, vaccination records, Advance Care directives & new Aged Care Transfer documents), electronic National Residential Medication Chart (eNRMC) and telehealth.

Project Management

- Support the implementation of SEMPHN commissioned programs that help deliver equitable, effective, and efficient health programs and initiatives.
- Assist with the development and implementation of key resources and develop outputs and outcomes that are measurable against contract deliverables.
- Develop and manage efficient and effective evaluation tools to monitor performance.

Team Membership

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.
- Work closely with other Victorian Primary Health Networks to collaborate on joint initiatives and programs.

Quality & Risk Management

- Actively participate in and contribute to a continuous culture of workplace quality improvement activities.
- Comply with all relevant legislation, regulations and professional standards.
- Actively participate in the identification, assessment, treatment, monitoring, prevention and reporting of risks.
- Critically review work practices to identify opportunities for improvement and escalate them to their managers, as applicable.

Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

Key Relationships

Internal

- Provider Support Manager and Provider Support Officers
- GP Aged Care Incentive (ACI) Coordinator
- Communications team

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- Education Specialist
- Data, Evaluation, and Insights (DEIS) Team.

External

- Pharmacists
- Residential Aged Care Homes
- General Practices
- Primary Health Networks
- Other relevant health agencies and organisations
- Broader sector agencies.

Key Selection Criteria

Qualifications

- Relevant tertiary qualifications and/or equivalent relevant experience in the health sector

Skills, Knowledge and Experience

- Demonstrated experience in health and community service programs.
- Experience in working with a range of health care providers including General Practices, residential aged care staff, pharmacists, nurses, and Allied Health Providers and consumers.
- Demonstrated experience working with project management frameworks.
- Proven ability to identify innovative solutions and influence outcomes.
- Strong analytical problem-solving skills with the ability to analyse issues and provide advice upon which decisions can be based.
- Demonstrated experience in influencing, negotiating, and engaging positively with a diverse range of stakeholders to achieve improved outcomes.
- Stakeholder relationship management skills to support effective systems change with improved health outcomes.
- Experience coordinating projects in a similar role and/or working in primary and aged care.
- Presentation skills to develop and deliver education and training.
- Strong Microsoft Office skills.

Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check will be required in accordance with government funding requirements.
- All employees of SEMPHN may be required to work across the SEMPHN catchment.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's License is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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