

CAPITAL HEALTH NETWORK

POSITION DESCRIPTION

Position description	
Position title	Multidisciplinary Mental Health Services Relationship Coordinator
Business unit	Health System Improvement
Classification	Level 4
Accountability	Service Relationship Manager, Primary Care
<p>About Capital Health Network</p> <p>Capital Health Network (CHN)'s purpose is to work in partnership to integrate health care, strengthen health equity and improve health outcomes. As the ACT's Primary Health Network, we address community needs by collaborating with consumers, members, funders, researchers and health and community partners to improve health outcomes. We design services to fill gaps, support general practice, and drive system integration to deliver lasting improvements in the ACT community and health system.</p> <p>Capital Health Network values and Competency Framework</p> <p>Respect: We engage respectfully, listen and respond.</p> <p>Inclusion: We embrace diversity of thought and bring together a range of voices to inform our work.</p> <p>Collaboration: We build and invest in strong and enduring relationships, focused on shared goals.</p> <p>Accountability: We act with integrity, are transparent, encourage feedback, and report back to our community.</p> <p>Adaptability: We are adaptive and flexible in the way we respond to community health needs. We empower our staff, service providers and partners to innovate and adapt to deliver outcomes.</p> <p>All employees are required to meet CHN's seven competencies at a level appropriate to their role. To articulate organisational expectations in relation to the values and the competencies expected of all employees a Competency Framework has been developed. The framework identifies and describes seven basic competencies that all employees need to have to function effectively in their role at CHN.</p>	
Responsibilities	
Primary purpose of position	The Multidisciplinary Mental Health Services Relationship Coordinator will be responsible for coordinating and implementing CHN's Mental Health Multidisciplinary (MDT) Services activity. This position will work closely with primary care providers, including general practice and Aboriginal Community Controlled Health Organisations (ACCHOs), as well as mental health practitioners and providers, to integrate multidisciplinary teams into primary care environments to support people with complex mental health needs. This position is responsible for supporting planning, design and commissioning of the mental health MDT model of care to meet local needs. This includes coordination and management of contracts in accordance with program objectives.
Duties	<ol style="list-style-type: none"> 1. Collaboratively plan, implement and coordinate activities with internal and external stakeholders to ensure delivery and monitoring of activities that are consistent with relevant program funding guidance. 2. Identify and gather information about complex mental health needs within the ACT and support planning and implementation of integrated and data-driven models of care within primary care settings. 3. Manage contracts with service providers and primary care providers delivering Mental Health Multidisciplinary Services to ensure efficient and effective service delivery, improved service outcomes and prompt issue resolution. 4. Develop and coordinate project management activities to deliver operational outcomes using available resources and processes, including development of key project artefacts.

	<ol style="list-style-type: none"> Support commissioning processes including, establishment of primary care program initiatives, monitoring activities, quality improvement, performance reporting and evaluation to meet funded deliverables. Establish and maintain internal and external stakeholder relationships including but not limited to primary care providers, service providers, funders, health professionals, peak bodies and CHN employees. Work proactively and collaboratively with other CHN business units across all stages of the commissioning cycle. Other duties as directed, consistent with the position classification.
Competencies	
Role Competencies	Qualifications: Minimum completion Certificate IV qualification with at least 4 years work-related experience or an equivalent combination of extensive experience and training in a relevant field (such as health, mental health, public health, project design/management, human services or another related discipline).
	Technical/specialist skills: <ol style="list-style-type: none"> Strong relationship management, communication and interpersonal skills and the ability to build and maintain positive relationships with internal and external stakeholders. Research skills, including the ability to conduct literature reviews, undertake community consultations, gather information and synthesise data to support the implementation of multidisciplinary team-based evidence-informed models of care. Ability to deliver to funded contract requirements, including compliance, performance, reporting requirements and timely delivery of program outputs. Demonstrated high level written communication skills.
	Experience and knowledge: <ol style="list-style-type: none"> Demonstrated understanding of issues impacting primary care and mental health in the ACT, and an understanding of the broader primary health system. Demonstrated knowledge of key policy developments in mental health and primary care. Experience with project management, such as project planning, administration, task and activity monitoring, implementation and reporting against outcomes. Demonstrated ability to collaborate, work with autonomy and as part of a team, and use critical thinking and problem-solving skills to achieve program outcomes. Ability to manage multiple priorities in a time-limited environment while maintaining a high level of attention to detail.
CHN Competencies	<i>Strategic thinking:</i> We use our foresight and environmental awareness to add value.
	<i>Resourcefulness:</i> We generate evidence-based solutions.
	<i>Relationship Management:</i> We invest in strengthening internal and external relationships.
	<i>Data Literacy:</i> We navigate data systems and protect data assets.
	<i>Cultural competence:</i> We understand, appreciate, and cooperate with all cultures and beliefs.
	<i>Embracing ambiguity:</i> We rise to the challenge of uncertainty and the unknown.
	<i>Leading:</i> We each play a leadership role.