

JOB AND PERSON SPECIFICATION

1. POSITION DETAILS			
Position Title	Practice Facilitator	Date Approved	
Portfolio	Data, Quality and Support	Status of Employment	
2. POSITION CONTEXT			
Organisational overview	Why We Exist To connect the Primary Health Care system and improve the health and wellbeing of our community.		
	Our Team Values <ul style="list-style-type: none"> We actively listen and communicate with empathy and respect. We do what we say we will do. We take time to build relationships. We deliver work to high standards for best possible outcomes. We find ways to communicate and collaborate within and across teams, to ensure a shared understanding. We undertake our roles with a positive, can do attitude and genuine desire to help each other We are resourceful and solution focused. 		
Job purpose statement	The primary purpose of the Practice Facilitator (PF) is to support Primary Health Care service providers, particularly General Practice to deliver high quality, safe, evidence-based care to their communities. This is achieved through active communication, engagement, developing effective working relationships with health care providers and hands on coaching and facilitation of quality improvement activities and programs.		
Reporting/working relationships	Reports to: <ul style="list-style-type: none"> Executive Manager Data, Quality and Support 		
Line management responsibility	N/A		
Special conditions	<ul style="list-style-type: none"> Some out of hours work may be required for which time off in lieu may be taken. Intrastate and interstate travel may be necessary. Must possess a current Driver's Licence and be prepared to use vehicle (reimbursement of kilometre costs will be made in accordance with the relevant Award). Must maintain a current Police clearance. APHN is a smoke free workplace. Participate in Performance Review & Development process. 		

3. KEY RESULTS, ACCOUNTABILITIES AND PERFORMANCE INDICATORS		
Key Result Area	Accountabilities and Outcomes <i>(What is to be achieved – responsibilities and duties)</i>	Key Performance Indicator <i>(This is the measurement criteria for how each accountability/responsibility is achieved)</i>
Capacity building	<ol style="list-style-type: none"> 1. Build the capacity of Primary Health Care Providers to deliver quality health services through APHN funded programs and encourage the use of best practice approaches. 2. Assist Primary Health Care Providers to integrate programs and initiatives into daily practice. 3. Collaborate with all PHN portfolios to assist successful delivery of locally relevant programs, initiatives and services. 4. Participate in the Data, Quality and Support portfolio's commitment to continuing professional development, team development and the quality improvement activities. 	<ol style="list-style-type: none"> 1. Support the delivery of relevant programs, education and training around practice accreditation, PIP and PIP QI 2. Facilitate General Practice and Primary Health Care Provider uptake of best practice approaches working towards the medical home neighbourhood model / 10 building blocks of a high performing practice. 3. Teach, implement and support quality improvement tools and techniques to improve provider efficiency and effectiveness as well as patient outcomes. 4. Provide assistance with the use of clinical and data tools to general practice around the meaningful use of data analysis for quality improvement. 5. Positively contribute to team meetings and team development, identify and undertake professional development and share and utilise learnings in role.
Effective engagement and partnership	<ol style="list-style-type: none"> 1. Develop effective working relationships with General Practice and Primary Health Care Stakeholders. 	<ol style="list-style-type: none"> 1. Participate in a wide range of engagement activities to build and maintain relationships. 2. Visit 25 Primary Health Care Providers per month for the purpose of continuing to build and maintain effective and supportive working relationships.

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Quality, effectiveness and efficiency	<ol style="list-style-type: none"> 1. Assist Primary Health Care Providers to deliver safe, quality health care services. 2. Effective and efficient systems and processes for Adelaide PHN programs and activities relevant to Primary Health Care Providers. 	<ol style="list-style-type: none"> 1. Identify opportunities, raise awareness, encourage and facilitate the implementation of quality improvement activities. 2. Assist Primary Health Care Providers to implement quality improvement activities. 3. A systematic approach is applied to supporting Primary Health Care Providers to effectively deliver quality health care.
Innovation and design	<ol style="list-style-type: none"> 1. Influence and contribute to the design of innovative initiatives and approaches to support positive change within Primary Health Care. 2. Create opportunities for Primary Health Care Providers to consider innovative approaches to identified needs. 	<ol style="list-style-type: none"> 1. Enhance the broader organisation's understanding of Primary Health Care issues and priorities by advocating to incorporate these into the planning, design and commissioning of relevant Adelaide PHN activities and actions. 2. Provide information and encourage self-driven activities that focus on quality improvement in Primary Health Care.
Information management	<ol style="list-style-type: none"> 1. Ensure information sourced from Primary Health Care stakeholders is accurately documented and managed to inform strategic and operational needs. 	<ol style="list-style-type: none"> 1. Information is appropriately documented, managed and shared.
Communication and marketing	<ol style="list-style-type: none"> 1. Ensure Primary Health Care Providers are provided with accurate and timely information. 2. Ensure opportunities exist for Primary Health Care Providers to engage with Adelaide PHN. 	<ol style="list-style-type: none"> 1. Actively contribute to and tailor the content of Adelaide PHN external communications so that Primary Health Care Providers are informed about relevant health information and the work of the Adelaide PHN. 2. Active involvement in external events, visits and enquiry support.

4. ESSENTIAL MINIMUM CAPABILITIES

Skills and abilities	<ul style="list-style-type: none"> • A passion and commitment to improving primary health outcomes within our community. • A passion and commitment to working alongside primary health care providers to encourage and facilitate the implementation of quality improvement initiatives and/or new models of care. • Ability to support Adelaide PHN objectives to deliver outcomes within a tight timeframe and displaying behavioural flexibility. • Demonstrated ability to work as a member of teams and across multi-disciplinary teams with competing priorities. • Demonstrated ability to implement change management programs and initiatives. • Demonstrates initiative and accountability. • Highly developed communications skills and proven ability to develop relationships and work both collaboratively in a team environment and autonomously. • Proven ability to apply analytical skills and take a proactive and solution focused approach. • Confident in the use of Microsoft Office and email. • Ability to plan, prioritise and coordinate multiple responsibilities. • High level interpersonal skills required to resolve issues, negotiate and motivate internal and external stakeholders.
Experience	<ul style="list-style-type: none"> • Extensive experience in working with primary health care providers. • Experience in managing multiple projects / priorities. • Experience in change management and quality improvement initiatives. • Experience with data for improvement and/or quality reporting.
Knowledge	<ul style="list-style-type: none"> • Understanding of primary health care and current health care trends and community issues in the Australian context. • Knowledge of health IT and/or EHR's / PMS.
Qualifications:	<ul style="list-style-type: none"> • Tertiary qualifications in health or related area and/or relevant professional experience.

5. DESIRABLE CHARACTERISTICS

Attributes/experience	<ul style="list-style-type: none"> • A sound understanding of General Practice and experience working primary health care providers. • A Certificate IV in Training and Assessment and/or have experience in working with General Practice and supporting care teams and practice teams to learn and improve the quality of primary care. • A sound understanding of Bodenheimer's 10 building blocks of primary care. • A sound understanding of the Practice Incentive Programs. • A sound understanding of the Medical Home Neighbourhood model. • An understanding of the MBS / PBS. • A sense of humour.
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6. ORGANISATIONAL REQUIREMENTS

Compliance	<ul style="list-style-type: none"> • Employees must support the aims and objectives of APHN through understanding and implementation of the Adelaide PHN Strategic Plan and Objectives • Be aware of and adhere to Adelaide PHN's policies and procedures • Display a commitment and passion for Adelaide PHN Values.
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7. ACKNOWLEDGEMENT AND APPROVAL

Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job & Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier.

ACKNOWLEDGED BY EMPLOYEE:		Date:	Signature:
APPROVED BY CEO:	Deb Lee	Date:	Signature:

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