

Position Description

Position title	Project Coordinator, Business Solutions
Responsible to	Director, Strategy & Performance
Responsible for	Nil direct reports
Location	Wollongong
Status	Full time
Hours	38 hours per week
Salary range	Band 3 (\$94,051 to \$109,725)
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 Project Coordinator, Business Solutions will support COORDINARE to deliver agreed system improvement projects using project and change management methodologies. Priorities will be agreed with the Director Strategy and Performance, with initial priorities including ISO 27001 certification and a SharePoint refresh. The Project Coordinator will bring together subject matter experts and other key stakeholders to ensure a collaborative approach to project implementation.

Key accountabilities

- Successfully understand business needs and implement agreed projects in a collaborative manner, on time and within budget.
- Develop and maintain project documentation, working closely and collaborating with the Project sponsor, Subject Matter Experts (SMEs) and key stakeholders.
- Build collaborative and beneficial relationships internally and externally,
- Use systems thinking to support the design and documentation of practical policies, procedures and workflows, together with SMEs and related stakeholders.
- Manage change, through support, communications, training, and troubleshooting.
- Monitor progress; identify issues and complete regular progress reports to Executive and project stakeholders.
- Identify and manage risks, issues, and opportunities; apply mitigation/realisation strategies to minimise impact and consequences.
- Facilitate and support project-related workshops, with a broad cross-section of stakeholders including project working groups, testing, and training requirements.
- Work Health and Safety responsibilities as identified in COORDINARE policies and procedures.
- Actively engages with peers and others to build productive relationships based on mutual respect, collaboration, and trust.

- Interest in and knowledge of a range of cultures and a curiosity to understand the views of others.
- Demonstrated commitment to COORDINARE's values and temperament for engaging in behaviour that is values-driven.
- Demonstrated commitment to achieving common objectives of COORDINARE and drive and energy towards achieving work targets.
- Other reasonable directives.

Key relationships

- Internal - Executive sponsors, various teams and individuals across the organisation.
- External – Consultants and vendors.

Key challenges

- Balancing the potentially differing views of subject matter experts and other key stakeholders.
- Implementing new systems and processes in a fast-paced externally focused organisation.
- Mitigating against project scope creep or distractions to role.
- Perseverance in achieving objectives despite limited resources, tight deadlines, and occasional setbacks.

Key outcomes

- Successful delivery/implementation of solutions, embedded within existing business processes and structures and adopted by the organisation.

Selection criteria

1. At least three years experience in using project management methodology to successfully implement major organisation-wide projects, particularly in the areas of information management, IT or other business systems.
2. Demonstrated ability to work collaboratively with a range of stakeholders to understand business needs and identify solutions, while managing divergent requirements.
3. Track record in successful change management, including inspiring others to adopt new initiatives
4. Superior written and verbal communication skills, including experience in maintaining clear project documentation, providing written and verbal reports and drafting policies, procedures and process flow documents.
5. Demonstrated high-level organisational skills, with the capacity to successfully manage competing priorities and meet tight deadlines.
6. Current NSW Driver's licence and access to a comprehensively insured motor vehicle for work-relate travel.

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
July 2022	1	Director, Corporate Services	CEO	Newly created role
July 2022	2	Director, Corporate Services		Secondment opportunity
Nov 2022	3	Director, Corporate Services		Permanently appointing role
Nov 2023	4	Director, Strategy and Performance		Update for external advertising