

Position Description



Position title	Illawarra Shoalhaven HealthPathways Program Lead
Responsible to	Senior Manager, Systems Collaboration & Care Integration
Responsible for	Illawarra Shoalhaven HealthPathways Site
Location	Nowra or Wollongong
Salary range	Band 4/ Step 1
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
Acknowledgement of Country	COORDINARE South Eastern NSW PHN, acknowledges the Traditional Owners and Custodians of the lands across which we live and work. We pay our respects to Elders past, present and emerging, and acknowledge Aboriginal and Torres Strait Islander peoples' continuing connection – both physical and spiritual – to land, sea and sky.

About us

COORDINARE, as the South Eastern NSW Primary Health Network, is dedicated to fostering healthier communities.

We focus our efforts on those who face the biggest inequities. To do this, we collaborate with the community, general practices and other stakeholders to design solutions that make it easier for people to get the health care they need.

We will also use our knowledge and commissioning expertise to attract new funding partners to expand our impact.

Our purpose

To improve the health of communities in South Eastern NSW.

Our priorities

Our three objectives and key priorities are:

1. **Accessible care** – by improving access to services such as mental health, alcohol and other drugs, chronic conditions, after hours and urgent care- especially for priority groups.
2. **Systemised care** – by strengthening linkages between primary care and the broader health system. We support general practice and commission coordination and navigation services that guide individuals through their health care journey.
3. **An activated community** – by fostering health across the lifespan, addressing the social determinants of health, increasing prevention activities, and improving community resilience and social connectedness.

As a growing, innovative, and resilient organisation, we achieve our priorities through our strengths in:

- Consumer engagement
- Professional capacity
- Financial resilience
- Communications and influence
- Research and evidence
- Data and IT capability

Our values

- We build trusted and meaningful relationships
- We respect and include diverse voices
- We act with integrity
- We embrace change with purpose

Our processes

COORDINARE commissions services from our stakeholders, rather than providing services directly. Commissioning involves starting with understanding our communities' needs, identifying commissioning opportunities and then gauging the impact of our initiatives on the community.

COORDINARE uses population health data, and input from our two GP-led Clinical Councils, the Community Advisory Committees, the Aboriginal Health Councils, general practices, and through our strategic alliances with the Local Health Districts, to identify needs, set clear local priorities, and implement government initiatives.

Purpose

The HealthPathways Program Team Leader plays a pivotal role within the Community and System Collaboration team, leading the collaborative, efficient and streamlined implementation of the HealthPathways program across the Illawarra Shoalhaven region.

In close partnership with others including COORDINARE's HealthPathways team, the Illawarra Shoalhaven Local Health District (ISLHD), Southern NSW Local Health District (SNSW LHD) and ACT Capital Health Network (ACT CHN), the Team Leader is responsible for managing the development and implementation of locally relevant, evidence-informed clinical and referral pathways that support integrated, person-centred care.

This role fosters strong partnerships with health professionals, service providers, and system stakeholders to enhance clinical engagement, improve service navigation, and drive continuous improvement in healthcare delivery. A key focus is maintaining meaningful engagement with general practitioners, practice staff, and other healthcare providers to embed the HealthPathways program into routine practice.

Key accountabilities

- Provide strategic oversight of the Illawarra Shoalhaven HealthPathways site, ensuring clinical content is accurate, well structured and maintained in accordance with established standards and program objectives.
- Apply project management principles in planning, executing and monitoring program activities including pathway prioritisation and development while managing timelines and overseeing team contributions to ensure effective delivery of the program.
- Provide high level program leadership and strategic guidance for the development, implementation, evaluation, and reporting of the HealthPathways program across the COORDINARE PHN region.
- Coordination and implementation of the HealthPathways program that results in more efficient and effective healthcare for individuals in the SENSW PHN region including identifying opportunities to enhance HealthPathways.
- Build and maintain strong partnerships with ACT CHN, ISLHD and SNSW LHD to support program integration and engagement with senior staff, clinicians, and stakeholders.
- Lead the Illawarra Shoalhaven HealthPathways program of work, collaborating closely with COORDINARE business units to ensure program delivery aligns with strategic priorities and regional health needs.
- Collaboration with HealthPathways teams to implement program objectives in alignment with the partnership priorities, risk management and reporting frameworks, and contribute to program evaluation/research to support the ongoing success of the program.
- Collaborate closely with the HealthPathways team at ACT CHN to align shared initiatives, streamline processes, and minimise duplication of effort across regions.
- Support data collection and analysis to inform strategic planning, service development, and performance reporting.
- Manage program budgets in line with planned activities for the Illawarra Shoalhaven HealthPathways program.
- Prepare and present progress reports to HealthPathways governance groups and COORDINARE's Executive Leadership Team.
- Undertake other duties as required, consistent with the scope and classification of the role.
- Comply with all Work Health & Safety procedures and requirements

Key relationships

- Internal – Executive/Office of CEO, Business Units: Community & System Collaboration, Finance & Risk, People & Culture, Primary Care Development, Strategic Partnerships & Innovation, Strategy & Performance, Wellbeing & Priority Populations.
- External – Program partners including Local Health Districts, ACT Capital Health Network & HealthPathways Program Manager, NSW Health, Subject Matter Experts, other HealthPathways program members, public and private service providers.

Key challenges

- Ensuring high-quality processes and efficient systems across a geographically dispersed program team while effectively managing resources and operating within budgetary constraints.

- Ensuring pathways are reflective of needs of consumers, GPs and healthcare providers across the different areas of SE NSW.
- Demonstrating value for money and positive impact for individuals and healthcare providers
- Ensuring stakeholders are adequately informed and engaged in the process of HealthPathways development.
- Maintain a partnership approach between ISLHD and COORDINARE about the HealthPathways Program
- Ensure HealthPathways localisation meets stakeholder expectations.
- Navigating and supporting change management processes to ensure smooth adoption of new systems, workflows, and clinical pathways, while minimising disruption and fostering stakeholder buy in.

Key outcomes

- Enhanced program support, knowledge, and capacity building.
- Development of a suite of HealthPathways that are informative and beneficial for general practitioners and other health professionals and stakeholders in the Illawarra Shoalhaven to support:
 - service navigation
 - assessment and management of medical conditions
 - improved referral pathways between health care and community service providers,
 - streamlined person centred journeys, improved referrals and transitions of care.
- Health care providers are engaged in the process and champion the product.
- The program is coordinated in a systematic, efficient manner using documented quality processes.

Selection criteria

Area	Specific requirement
Qualifications	Tertiary level in a related field; or equivalent relevant experience.
Registration and licensing	Australian Drivers Licence
COVID-19 vaccination compliance	It is recommended that COORDINARE employees have completed at least 2 doses of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA).
Knowledge and experience	<ol style="list-style-type: none"> 1. Over five years' relevant experience in the health or community services sector, with a strong track record in project management, change management, or clinical redesign, supported by sound knowledge of primary health care and the Australian health care system. 2. Demonstrated ability to work independently, manage multiple competing priorities, and effectively achieve program objectives. 3. Proven capability to lead and implement change initiatives within workplace settings. 4. Strong leadership skills with a track record of guiding teams to meet program goals and deliver outcomes.

5. Demonstrated ability to liaise, consult, and build rapport with a wide range of stakeholders, including GPs, senior clinicians, and executive staff.
6. High-level interpersonal and oral communication skills, with the ability to harness ideas and foster innovation in others.
7. Excellent written communication skills for preparing reports and submissions, alongside strong computer literacy, particularly in Microsoft Office.
8. Experience in managing clinical content development for primary care including use of content management systems and ensuring application of standards and processes to maintain the currency, safety and security of information

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.

We support Hybrid Working, so it is expected on average 40% of your work time should be spent at a COORDINARE location to achieve the exemplary depth of relationships, connection, and collaboration as desired.

Successful applicants must have the right to work in Australia.

Successful applicants must have access to a comprehensively insured motor vehicle and a willingness to travel as part of this role, including overnight stays.

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's name:

Employee's Signature:

Date:

Supervisor's name:

Supervisor'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 2025	1	Manager, System and Service Integration		New position