

Position Description

Position Title	Healthy Outback Communities (HOC) Regional Service Integration Navigator
Reports To	Executive Head of Strategy, Planning & Performance
Direct Reports	Healthy Outback Communities (HOC) Wellbeing Connectors
Team	Strategy, Planning & Performance
Location	WQPHN Office
Position Classification	Level 3
Relevant Award & Classification	Award-free
Employment Status & Hours	Full-time, 1.0 FTE, 76 hours per fortnight

Primary Purpose

The HOC Regional Service Integration Navigator is a strategic leadership role that supports the effective integration of the HOC system of care with WQPHN's broader strategic projects and priorities. This role bridges community-based service delivery and internal project integration, ensuring programs are embedded sustainably into local contexts and ongoing operations. The position combines on-the-ground facilitation, project integration, team leadership, and stakeholder coordination to drive outcomes aligned with community needs and organisational goals.

The role requires regular travel to HOC communities, fostering collaboration with Alliance partners, service providers, and internal teams. It also leads the HOC Wellbeing Connectors and supports the transition of project innovations into sustainable, community-owned initiatives.

Role Functions

HOC Regional Service Integration Navigator role is responsible for the following key functions within the organisation:

- Strategic project integration and community-based service delivery
- Team leadership and capability development
- Stakeholder engagement, co-design, and cultural responsiveness.

Key Responsibilities and Accountabilities

Leadership & Team Management

1. Lead, mentor, and support the HOC Wellbeing Connectors to deliver on community and program priorities.
2. Provide professional development and performance guidance aligned with project and community objectives.
3. Oversee the implementation and operational transition of the HOC model in targeted communities.
4. Oversee engagement and administrative support of the Healthy Outback Communities Alliance.

Strategic Integration & Project Coordination

5. Coordinate the integration of strategic project deliverables into BAU operations and HOC communities.
6. Develop and monitor integration frameworks, risk registers, transition plans, and post-implementation reviews.
7. Ensure project alignment with WQPHN's program logic and success measures.
8. Identify and address interdependencies and integration challenges across internal and external stakeholders.
9. Oversee and support the administration and functions of the Mates of the Alliance to support integrated comprehensive primary health care system of care.

Community Engagement & Service Implementation

10. Lead service co-design processes with community members, providers, and cultural leaders.
11. Build and sustain trust-based relationships to ensure services are culturally safe, appropriate, and responsive.
12. Ensure alignment of local service activity with individual wellbeing plans and broader HOC goals.

Travel & On-Ground Facilitation

13. Deliver a structured quarterly community travel schedule (e.g., Jundah, Windorah, Boulia).
14. Provide direct in-community support, planning, and responsiveness to emergent needs.

Cultural Competency & Reconciliation

15. Work within a culturally inclusive and trauma-aware framework.
16. Actively contribute to WQPHN's Reconciliation Action Plan initiatives.

Monitoring, Reporting & Continuous Improvement

17. Track post-project performance and community outcomes using data and feedback mechanisms.
18. Prepare reports, briefings, and documentation for diverse audiences including HOC Alliance and Mates of the Alliance.
19. Support operational teams through capacity-building tools, training, and knowledge transfer.

Stakeholder Collaboration

20. Represent WQPHN in regional and cross-sector forums, fostering collaboration and innovation.
21. Promote integration across health, community, and social service partners.

General Responsibilities

22. Adhere to all established Management System policies, frameworks, procedures, and guidelines, including for, but not limited to, Quality, Information Security, Safety (WHS, clinical governance), Finance, Commissioning, People & Culture, to ensure the protection and compliance of the organisation and its stakeholders. Actively contribute to ongoing quality improvement across organisational risk areas as appropriate

23. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The Reconciliation Action Plan shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

1. Tertiary qualifications in public health, allied health, social science, or a related discipline.
2. Demonstrated experience in managing or coordinating projects within health, mental health, or community service settings.
3. Proven ability to support program integration and transition initiatives into sustainable, operational services.
4. Strong cultural capability and demonstrated experience engaging respectfully and effectively with Aboriginal and Torres Strait Islander peoples and communities.
5. Excellent interpersonal, communication, and stakeholder engagement skills, with a proven ability to build and maintain effective relationships.
6. Demonstrated capacity to manage multiple and competing priorities, work independently, and deliver high-quality outcomes under limited supervision.
7. Well-developed analytical, problem-solving, and documentation skills, with a focus on continuous improvement.
8. Proficiency in Microsoft Office applications, including SharePoint, with the ability to quickly learn and adapt to new systems and technologies.
9. Current and unrestricted driver's licence, with a willingness and capacity to travel regularly to remote and regional communities.

Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Assessment and Department of Health, Disability & Ageing (DoHDA) deliverables.
3. Meet 100% completion of mandatory and organisational training priorities.
4. 50% of HOC community members have a documented personal or family Wellbeing Plan.
5. Address 25% of identified community priorities each quarter through service coordination.
6. Increase Diabetes Cycle of Care completion by 25%, with ongoing quarterly growth of 10%.
7. Creation of Community Wellbeing Plans resulting in an improvement in community-reported wellbeing indicators.
8. Quarterly community engagement is maintained through scheduled travel and delivery of co-designed service initiatives with local providers and councils.
9. Co-designed service initiatives are implemented with local providers, councils, and communities, with identified service gaps addressed through flexible or negotiated commissioning.

Key Relationships

Internal

- Executive Management Team
- Leadership Team
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team.

External

- DoHDA and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practice
- Other health service providers, community sector agencies, contractors and business advisors.

Acceptance

Employee name			
Employee signature		Date	