

## Position Description

Position Title	Senior Coordinator, Mental Health
Reports To	Team Leader, AOD & Wellbeing
Direct Reports	Nil
Team	Primary Mental Health & Wellbeing
Location	WQPHN Office
Position Classification	Level 3
Relevant Award & Classification	Above Award
Employment Status & Hours	Full-time, 1.0 FTE, 76 hours per fortnight

### Primary Purpose

The purpose of this role is to build and enable the capacity of Western Queensland Primary Health Network (WQPHN) to lead mental health commissioning and integration of regional responses as well as key strategic organisational direction. This senior position plays a critical role in enhancing the effectiveness, efficiency, and integration of the continuum of primary mental health care. It facilitates and supports improved outcomes for people with, or at risk of, mental ill-health through partnering with state government, Hospital and Health Services (HSS), peak bodies, both commissioned and non-commissioned services as well as major mental health stakeholders, General Practitioners (GPs), National Disability Insurance Scheme (NDIS) providers, and other organisations, to develop targeted programs that specifically address community needs within a stepped care model of care.

***While this role requires Credentialed Mental Health Clinician status, it is important to note that the incumbent will not be delivering clinical services. Instead, their expertise will be used to guide and inform the development of safe, sustainable, and effective service models.***

### Role Functions

The Senior Coordinator, Mental Health role is responsible for the following key functions within WQPHN:

- Drive the coordination and integration of primary mental health services across Western Queensland within a stepped care model to increase efficiency and effectiveness;
- Lead the regional implementation of mental health strategies and Commonwealth-State bilateral partnership initiatives;
- Lead the planning and integration of mental health initiatives to ensure alignment with Commonwealth-funded Activity, and support WQPHN's overarching goals and identified organisational priorities; and
- Foster partnerships with providers, government, and community stakeholders as well as research partners, to co-design and deliver evidence-based, culturally safe and sustainable solutions that respond to Western Queensland communities

### Key Responsibilities and Accountabilities

1. Coordinate regional mental health services to deliver against the Western Queensland Mental Health, Suicide Prevention and Alcohol and Other Drug (MHSPAOD) Regional Plan, including health promotion, early intervention, and stepped care approaches.

2. Lead the development and implementation of strategic regional frameworks, including the MHSPAOD Regional Implementation Plan, and National Mental Health and Suicide Prevention Agreement initiatives and other mental health strategies (e.g., HMedicare Mental Health, headspace enhancements).
3. Provide clinical leadership in the integration, optimisation and efficiency of commissioned mental health services across the region, enhancing access to the right care at the right time, and reducing duplication or gaps in service provision.
4. Provide clinical leadership and strategic sector engagement, to influence and guide service providers in consistent implementing trauma-informed, culturally safe, and evidence-based models of care as well as championing best practice and cross-sector collaboration.
5. Lead Primary Mental Health commissioning and procurement activities aligned with WQPHN's strategic direction and priorities, including: Joint MHSPAOD plan, PMHC programs and deliverables, Healthy Outback Communities, Indigenous Mental Health activities and other mental health strategies.
6. Foster collaboration with key stakeholders including GPs, HHSs, Aboriginal Community Controlled Organisations (ACCHOs), non-government organisations, government agencies, and people with lived experience, promoting shared accountability for regional outcomes utilising advanced communication, negotiation, and clinical credibility to foster trust, promote co-design and drive evidence-based shared accountability for sustainable, system-wide mental health outcomes across Western Queensland
7. Engage with ACCHOs and the National Aboriginal Community Controlled Health Organisation wellbeing and health equity reform agendas to ensure culturally appropriate, community-informed service planning and delivery.
8. Champion, promote and facilitate Communities of Practice and advanced professional development frameworks, peer support and mentorship programs to foster a culture of continuous learning to strengthen workforce capability and lived experience representatives e.g. Lead and facilitate contemporary evidence-based clinically informed Learning Management and Skills Framework for the sector.
9. Provide clinical and strategic oversight of data analysis and evaluation, leveraging analytical capability and available systems and evidence to inform decision making and to identify priority populations, monitor impact, clinical effectiveness and drive quality improvement across services and projects.
10. Provide leadership in project management and alignment of funding streams ensuring Primary Mental Health initiatives are clinically informed, outcome-driven, and responsive to emerging opportunities, managing deliverables, and meeting reporting obligations for Commonwealth and State-funded activities.
11. Champion a positive and collaborative team culture that aligns with WQPHN values, fostering integration, innovation, and continuous improvement.
12. 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.
13. 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 and experience in primary mental health, Aboriginal and Torres Strait Islander health and/or allied health services and industry equivalent experience greater than 5 years.
2. Credentialed Mental Health Clinician Status e.g. Psychologist, Mental Health Accredited Social Worker, Mental Health Accredited Occupational Therapist, Mental Health Nurse, or evidence of significant progression towards these enhanced mental health clinical credentials for their discipline.
3. Demonstrated advanced knowledge and understanding of the primary health care sector, particularly mental health, and alcohol and other drugs services, in relation to the health, social and emotional well-being needs of regional, remote and very remote communities including Aboriginal & Torres Strait Islander Peoples and other target populations.
4. Experience in digital health platforms including clinical data collection, collation, and analysis.
5. Demonstrated ability to lead cross-jurisdictional project and funding alignment initiatives, and competence in navigating Commonwealth and State funding frameworks with the ability to prepare business communications and reports that reflect and support the requirements.
6. High level project management skills, working with minimal supervision, manage conflicting deadlines and demonstrate effective problem-solving and negotiation skills.
7. Advanced interpersonal communication skills to build and maintain relationships, with the ability to respectfully engage a range of communities and community leaders, as well as the confidence and capability to initiate and lead clinical conversations with key senior stakeholders.
8. Competency in Microsoft Office (including SharePoint) and other office productivity tools, with aptitude to learn new software and systems.
9. Hold a current driver's license, unrestricted for work purposes.

## 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. Implementation milestones completed on time according to strategy rollout plan.
5. Meet deadlines with quality work outputs that exhibit creativity and forward-thinking.
6. Demonstrate appropriate use of provided funds for their purpose, produce reports, and meet individual and specific KPIs as designated in each relevant funding agreement.
7. Cultivate a range of strategic partnerships and engage key stakeholder collaborations, e.g. mental health and AOD service providers and Lived Experience networks and peaks, headspace, HHS's and ACCHOs.
8. Consistently and proactively contribute to effective risk management, Quality Management System

compliance and continuous improvement.

## 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 HHSs across Western Queensland's three regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practices, and psychiatrists, as well as other clinical specialists with particular expertise areas
- Other health service providers, community sector agencies, contractors and business advisors.

## Acceptance

Employee name			
Employee signature		Date	