DUTY STATEMENT

Area/Program: Communications

Position Description: Senior Project Officer COVID-19 Health Pathways and Communications

Preparation Date: 29/11/2021   **Version No.:** 1.0

Role Context

This position will work closely with our Program Managers for Planning and Stakeholder Engagement and Primary Health Care as well as our Regional Engagement and Policy Manager, to support the maintenance, promotion and utility of the Gold Coast HealthPathways COVID-19 pathway. This will include working collaboratively with the Gold Coast Health – HealthPathways team and other key stakeholders in reviewing and updating health and health service information included in the COVID-19 HealthPathways.

The position will also support the development, adaption and promotion of other COVID-19 related communications, information and resources to effectively support the COVID-19 pandemic response across the Gold Coast region, with a particular focus on supporting general practice to care for COVID-19 positive patients while isolating at home.

In addition, the position will participate in all aspects of the commissioning cycle to support the strategic aims of the Gold Coast Primary Health Network.

Specific Duties:

Project Management

- Support the development and maintenance of HealthPathways for COVID-19 and other related topics areas as required by:
    - Planning and coordinating the collection of non-clinical information from service providers across Gold Coast region.
    - Regular liaison with Gold Coast Health HealthPathways team to support the currency and utility of the HealthPathways by ensuring the maintenance and updating of health and health service information.
    - Contributing to the promotion of the HealthPathways, particularly the COVID-19 pathways, to primary care providers across the Gold Coast region.
    - Providing technical support to access and use HealthPathways for General Practitioners, general practice teams and other relevant primary healthcare service providers.
- Support the development of other communications, information and resources as required.

Communication

- Communicate with influence, including use of written, verbal, presentation and negotiation skills, ability to influence the decisions, actions and perceptions of others and approach negotiations with a convincing and balanced rationale.

- Undertake timely engagement and consultation ensuring inclusion and input from key stakeholders, and appropriate and timely feedback.

- Contribute to the development and implementation of project communication strategies, including providing advice and information to senior executive, preparing reports, and participating in relevant working groups, committees, specialised forums and collaborative activities.

- Promote and disseminate pathways and other information where required to support integration and coordination of care between providers and to support access to services for consumers, their families and for communities.

- Liaise with the Communications Team to coordinate and contribute to the timely update of GCPHN COVID-19 webpages.

- Develop a range of plans, reports and other documents to support the work and meet reporting requirements of the organisation, Commonwealth and State.

- Effectively identify risks and develop risk mitigation strategies to support

- Interpersonal and verbal communication skills including the provision of information and resources, influencing, negotiation and consultation skills, with the ability to build both internal and external relationships at all levels of the organisation and the community.

Productive Working Relationships

- Work with key internal and external stakeholders to facilitate local agreement across the Gold Coast region in collaboration with Gold Coast Health and key primary care stakeholders in regard to the localisation and maintenance of pathways for COVID-19 and other HealthPathways.

- Undertake meaningful and multifaceted engagement with stakeholders including Gold Coast Health, key primary care stakeholders and consumers.

- Develop and maintain effective relationships with a broad range of stakeholders including clinical editors and content owners, Gold Coast Health, Streamliners, Queensland Health Pathways community, State Health Emergency Coordination Centre (SHECC) and key primary care stakeholders.

- Share knowledge and information with others, encourage collaboration and support capacity building and system reform in the primary health care sector.

Quality Improvement

- Provide guidance to processes involved in the development of communications, information and resources that support GCPHN strategy.

- Maintain data integrity and record keeping practices within all systems used.

DOCUMENT CONTROL

Managed by: HR Manager	Approved by: Planning and Stakeholder Engagement/ Primary Health Care Program Managers	Version: 1.0
Next review date: 30/06/2022	Date approved: 30/11/2021	Status: FINAL

REVISION RECORD

Date	Version	Revision description