



## Position Description: Regional Partnerships Manager – Health Workforce

### Company Overview

NSWRDN's purpose is to improve access to quality healthcare for people in remote, rural and regional New South Wales by building the NSW Rural Primary Health Workforce, working with communities on locally driven solutions and advancing the capacity and capability of the rural primary healthcare sector.

NSWRDN is a values-based, equal opportunity employer committed to equity, diversity and social inclusion. We encourage Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and people with disabilities to apply.

Our values act as a guide for our behaviours and engagement with colleagues, partner organisations and communities. Our values include:

- Integrity: We live and work by a set of ethical standards and behaviours to achieve equity of access to quality health care.
- Accountability: We commit to being responsible for our actions.
- Collaboration: We share and contribute to collective processes to create more effective practice and achieve specific goals and outcomes.
- Adaptability: We are agile and responsive to changing needs in order to make a positive difference for our stakeholders
- Excellence: We strive to achieve and maintain high quality standards in our relationships and services.

### Position Overview

<b>Position Title</b>	Regional Partnerships Manager – Health Workforce
<b>Reports To</b>	Senior Manager, Workforce
<b>FTE</b>	2
<b>Level</b>	Level 8
<b>Location/RDN Office Base</b>	Newcastle (Hamilton) or Sydney (Mascot)
<b>Direct Reports</b>	Nil
<b>Role Overview</b>	Build and sustain relationships with the key NSW rural health stakeholders, influencers and decision makers at both the front line and executive level. The position will identify and/or establish opportunities to inform and collaborate NSW RDN's Rural Primary Health Workforce programs.

## Background

As the Rural Workforce Agency (RWA) for rural health in New South Wales, NSW Rural Doctors Network (NSWRDN) is committed to working in partnership to develop and embed alternative models of primary health service delivery to overcome systemic access barriers to quality healthcare for those living in remote and rural communities.

This role will take the lead in engaging key stakeholders within NSWRDN's Rural Primary Health Workforce programs. This will include engaging agencies, communities, providers and members to participate in regional stakeholder groups to contribute to NSWRDN's Health Workforce Needs Assessment (HWNAs) process for rural primary healthcare (PHC) in conjunction with (but not limited to) Primary Health Networks (PHNs), Local Health Districts (LHDs), Aboriginal Community Controlled Health Services (ACCHSs), rural clinical schools, training providers and other relevant community stakeholders e.g. LGAs. These groups will also develop associated Activity Work Plans (AWPs) to address issues of:

- access to rural primary healthcare;
- developing the quality and skills of the rural health workforce; and
- initiatives to ensure the sustainability of the workforce into the future.

These plans and consultation processes will guide the allocation of NSWRDN's resources to address rural primary health workforce issues and the successful engagement of partners is essential to the success of this process. Effective collaboration with NSWRDN's internal stakeholders including the Workforce, Outreach, Information Management and corporate support teams is also critical by providing the crucial link between stakeholders and NSWRDN's teams.

## Key Responsibilities

Key Area	Key Responsibilities	Agreed Measures
<b>Stakeholder Engagement, Sustainability &amp; Growth</b>	<ul style="list-style-type: none"><li>• Drive Effective Engagement with a range of internal and external stakeholders relevant to rural health</li><li>• Build trust and sustain relationships with key stakeholders, influencers and decision makers at both the front line and executive level. Drive the establishment and ongoing management of regional stakeholder groups and ensure stakeholders are recognised as partners in</li></ul>	<ul style="list-style-type: none"><li>• Regional stakeholder groups are formally identified, developed and/or established with membership, Terms of Reference and regular meeting plans implemented</li><li>• Highly engaged regional stakeholder groups, actively participating in Needs Assessment and Activity Work Plan development</li><li>• Significant and meaningful engagement with Aboriginal community controlled health sector</li><li>• Stakeholder issues are identified and acted upon appropriately in a timely fashion</li></ul>

Key Area	Key Responsibilities	Agreed Measures
	<p>the development and delivery of RDN's Needs Assessment and Activity Work Plans</p> <ul style="list-style-type: none"> <li>• Ensure effective and proactive engagement with the Aboriginal sector to ensure the needs of indigenous communities are factored in to the planning process.</li> <li>• Develop and implement stakeholder engagement strategies including informing, consulting and involving stakeholders where relevant and evaluating the effectiveness of these strategies</li> <li>• Advise senior management of issues and/or risks to stakeholder relationships as soon as they arise so risks can be managed effectively</li> <li>• Identify other potential areas and projects suitable for collaboration with key stakeholders such as PHNs and LHDS, including opportunities for revenue generation</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of agreed objectives and workplan targets;</li> <li>• Opportunities for project collaboration with key stakeholders identified</li> </ul>
<b>Internal stakeholder engagement</b>	<ul style="list-style-type: none"> <li>• Key conduit between Workforce Team activities and stakeholder needs.</li> <li>• Liaise with other Workforce Managers, Outreach, Information Management and Corporate Support teams to provide and receive feedback around key stakeholder and community issues</li> </ul>	<ul style="list-style-type: none"> <li>• Strong, collaborative internal working relationships established</li> <li>• Formal feedback loops implemented between stakeholder engagement intelligence and workforce team</li> <li>• Cultural awareness and safety training completed.</li> <li>• Displays a positive attitude and behaves in a manner that is in keeping with the NSW RDN values.</li> </ul>

Key Area	Key Responsibilities	Agreed Measures
<b>Evidence based practice, data intelligence and quality</b>	<ul style="list-style-type: none"> <li>Assist with measurement and evaluation of communications and community relations activities against strategic objectives</li> <li>Contribute to the development of a customer relationship management system to formally capture key stakeholder intelligence</li> <li>Contribute to research activities as required</li> <li>Provide regular reports on community consultation activities and advice on emerging consultation issues</li> </ul>	<ul style="list-style-type: none"> <li>An effective stakeholder engagement evaluation strategy is implemented</li> <li>Stakeholder engagement intelligence is captured in a systematic way that is accessible to NSW RDN staff</li> <li>Effective communication to executive and senior management in relation to regional stakeholder groups</li> </ul>
<b>Health Professional Engagement</b>	<ul style="list-style-type: none"> <li>Liaise with health professionals based within the defined region, including meeting with newly placed health professionals</li> <li>Engagement with health professionals' families to check their adjustment to the new environment and leveraging stakeholder relationships to ensure community support for health professionals and their families</li> <li>Feed back information to the Workforce teams</li> </ul>	<ul style="list-style-type: none"> <li>Meet with 75% all health professionals, and their employers, placed by RDN within the first six months of their placements</li> <li>Community support engaged to support families</li> <li>Formal information feedback loop is established between regional stakeholder managers and Workforce and Outreach teams.</li> </ul>

## Person Specification and Key Selection Criteria

Essential Criteria	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Strong experience in stakeholder engagement and/or management.</li> <li>• Experience in working with the community and complex stakeholder environments;</li> <li>• Experience in developing and maintaining stakeholder networks</li> <li>• Tertiary qualifications in communications, business, public relations or relevant field</li> </ul>
<b>Industry Knowledge and Network</b>	<ul style="list-style-type: none"> <li>• A commitment to Aboriginal health and demonstrated understanding of cultural awareness and safety.</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Strong understanding of consultation principles and tools and ability to apply these effectively</li> <li>• Highly developed influencing and relationship management skills</li> <li>• Understanding of issues management in an organisational reputation context</li> </ul>
<b>Presentation and Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in establishing and maintaining strong working relationships within and across organisations</li> <li>• Clear, articulate and persuasive communicator that projects confidence and can inspire teams and stakeholders</li> </ul>
<b>Personal</b>	<ul style="list-style-type: none"> <li>• Ability to think creatively, to work under pressure and recognise and respond to sensitive issues;</li> <li>• Current driver's license</li> <li>• Available for regular state-wide travel</li> <li>• Understanding of, and commitment to RDN's values</li> </ul>
Desirable Criteria	
<ul style="list-style-type: none"> <li>• Demonstrated experience of stakeholder engagement with a range of rural primary health care stakeholders</li> <li>• An understanding and knowledge of Australia's rural health industry and challenges</li> </ul>	

## Key Competencies

Category	Description	Ranking
<b>Planning &amp; Organising</b>	Sets action plans for work and organises time and resources as appropriate. Plans own work (and work of others if required) and establishes priorities, deadlines and objectives.	Essential
<b>Commitment to Excellence</b>	Accuracy and actively seeking new ways of working to improve productivity	Essential
<b>Strategic Perspective</b>	Takes a long term view and thinks of a broad canvas. Helps to chart the long term course of the business by evaluating key options, capabilities, threats and opportunities. Establishes and implements operational plans aligned with strategic visions.	Essential
<b>Results Orientation</b>	Takes responsibility and accountability for achieving required actions and/or outcomes. Keen to complete tasks and see things through to the end.	Essential
<b>Communication</b>	Establishes open communication channels. Able to express own ideas and opinions in an appropriate manner. Receptive to others' communications.	Essential
<b>Build and Maintain Relationships</b>	Able to establish and maintain relationships with people at all levels. Values and protects effective relationships with employees, customers and suppliers, as appropriate. Builds harmonious and positive alliances with relevant professional contacts.	Essential
<b>Collaborative Working</b>	Expressing an interest in others' experiences and ideas. Working to build strong channels of communication with outside agencies/departments that may later be of assistance.	Essential
<b>Innovative Thinking</b>	An effort to improve performance by doing new things. It includes a willingness to try out different solutions, the ability to go beyond the conventional and champion innovation and encourage new ideas from employees.	Essential

## Conduct and Behaviors

**RDN employees are required to perform their duties in line with RDN's Values, RDN Policies and Procedures, relevant code of practice, professional standards and legislative requirements.**

Date:

Date:

Signed:

**Regional Partnerships Manager – Health Workforce**

Signed:

**Senior Manager, Workforce**