



Employee Position Description

Position Details		
Position Title: Manager – Care Navigators Program	Department: Medical Services	Reports To: Senior Manager Medical & Primary Care Strategy
Primary Work Site: Doncaster	Is travel between sites required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Is hybrid working available for role? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Employment Status <input type="checkbox"/> Permanent <input checked="" type="checkbox"/> Max Term June 30th 2026 <input type="checkbox"/> Casual		Does the role have direct reports? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Enterprise Agreement: VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE OFFICERS) MULTIPLE ENTERPRISE AGREEMENT 2022-2026 NURSES AND MIDWIVES (VICTORIAN PUBLIC SECTOR) SINGLE INTEREST EMPLOYER AGREEMENT 2024-2028		Classification: Grade 4 Classification: In charge Community Health Nurse (above award rate)
Position Primary Purpose		
<p>The purpose of this position is to manage the establishment and ongoing delivery of Care Navigators Program. The role will ensure key performance indicators of the project are met, required reporting provided and that staff involved in the project are fully supported to provide an integrated care navigation service that is co-located and embedded within GP practices across the Eastern Melbourne Primary Health Network (EMPHN) catchment.</p> <p>The Manager Care Navigators Program will be accountable in ensuring the service is best practice, safe, effective, integrated and sustainable, with these outcomes supported through the use of both Program specific and existing Access Health and Community staff and resources.</p> <p>They will be responsible for leading Practice engagement and successfully scaling the Care Navigation Model from an initial Proof of Concept Stage, through the Pilot Stage to an end Scale Stage reaching 60 GP Practices by the 30th of June 2026.</p> <p>In representing Access Health and Community to a broad group of stakeholders, including but not limited General Practices, the University of Melbourne and the EMPHN, they will act with integrity, equity and professionalism and through their lead role in this Program help improve the mental health outcomes of those individuals identified as potentially benefiting from a care navigation service.</p>		

Key Accountabilities	
Focus Area	Responsibilities
People Leadership	<ul style="list-style-type: none"> • Recruit, retain and support an engaged workforce with care navigators co-located and integrated across GP practices. • Communicate effectively to inform, engage and empower our people. • Focus on people's strengths and champion individual and team development. • Provide time, resources and opportunities for people to develop and thrive. • Invites feedback gratefully and steps into challenging conversations with courage and respect • Role model effective wellbeing practices and supports and guides others in managing stress and stressors • Provide operational management support and ensure appropriate clinical supervision for all staff within the team.
Team Performance	<ul style="list-style-type: none"> • Establish, scale, monitor and manage the care navigation service against key performance indicators aligned to Contract requirements and organisational objectives. • Contribute to the monitoring and reporting of financial information as required to meet the Care Navigation Program Budget requirements., including identifying variances and implementing remediation plans if required.
Practice Excellence	<ul style="list-style-type: none"> • Together with the University of Melbourne and EMPHN establish, through a phased iterative approach an evidence-based Care Navigation program across the region that is aligned to the proposed service model and care navigation best practice principles. • Work collaboratively with the General Practice and Mental Health clinical leadership team to ensure appropriate clinical governance, pathways of care and clinical escalation. • Contribute to the accreditation of services, taking lead responsibility for the program's quality assurance • Actively seek stakeholder feedback and proactively measure the impact of the Care Navigators Program to support continuous improvement and excellence.
Commitment to Access	<ul style="list-style-type: none"> • Work collaboratively with GP practices to ensure clients that may benefit from the Care Navigation Program are identified appropriately and are able to access the service provided appropriately and efficiently. • Support and facilitate cross referrals demand management and prioritisation of access whilst balancing capped target achievements and uncapped consumer directed care market opportunities. • Ensure that Care Navigator personnel appointment book management and scheduling is planned, monitored and managed to effectively and equitably provide services to the clients of the participating General Practices.

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Focus Area	Responsibilities
Collaboration & Innovation	<ul style="list-style-type: none"> • Work collaboratively with the Care Navigator Program stakeholders and other Access HC leaders and teams to identify and implement opportunities for innovation and integration of services to achieve better outcomes. • Opportunistically build and develop other partnerships across the geography that might support better outcomes for the Program and its participants.
Risk Quality & Safety	<ul style="list-style-type: none"> • Ensure organisational risk, quality and safety systems are implemented across the team • Monitor compliance with regulatory, contractual and organisational requirements. • Actively contributes to the development, review and implementation of policies and procedures to support compliance, quality standards and best practice care provision. • Ensure effective clinical risk management is implemented and monitored across the team. • Ensure incidents and feedback are proactively managed in accordance with policy and procedure, adopting a just culture approach.
<p><i>Beyond the key accountabilities specific to the role, all employees are expected to demonstrate the values of the organisation and the capabilities set out in the AccessHC Core Capability Framework (Attachment 1). The position description outlines the key accountabilities of the role but is not exhaustive. All employees will be expected to comply with their manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>	
Selection Criteria	
Screening Requirements	<input checked="" type="checkbox"/> Police Check <input checked="" type="checkbox"/> International Police Check (if lived overseas in last 10 years)
	<input checked="" type="checkbox"/> Working with Children Check <input checked="" type="checkbox"/> NDIS Worker Screening
	<input checked="" type="checkbox"/> Australian Driver's License
Qualifications	<ul style="list-style-type: none"> • Registered Nurse, Public Health, or Healthcare Management qualification.
Experience	<ul style="list-style-type: none"> • 3+ years' experience in clinical governance, healthcare leadership and management or a related experience. • Demonstrated experience in effective interpersonal relationships and promoting holistic approach to clinical care with General Practices. • A successful track record of establishing and leading dynamic innovative service models, through iterative change

Key Accountabilities	
Focus Area	Responsibilities
Demonstrated Skills and Knowledge	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills with the ability to rapidly win trust primarily with GPs, other external stakeholders and across the organisation • Strong people leadership skills, with the ability to develop and support skilled and engaged Care Navigators that value add to GP care and improving patient outcomes • A track-record of implementing dynamic initiatives and/or change that improves quality, outcomes and performance • In-depth knowledge of contemporary General Practice • Demonstrable high level of accountability, performing against key performance targets and delivering financially sustainable services • Good financial and commercial acumen, with experience effectively managing financial performance • Experience working with Medical Director and Best Practice and excellent IT capabilities
<p>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices.</p>	

Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /