

 POSITION DESCRIPTION	PD	308
	Version	2.1

Position Title	Service Planning Coordinator
Classification:	Support Services Level 8
Industrial Agreement or Award:	Health Professionals & Support Services Award
Reports to:	Senior Manager, Service Planning
Date Reviewed:	April 2023

HEALTHY NORTH COAST VALUES

The Healthy North Coast **CAN-DO** Effect

Community first and always

We are committed to serving our communities. We listen actively, and every voice is heard, respected and valued. We measure success by the wellbeing of our communities.

Achieving more together

We believe in the power of collaboration and teamwork. We value different strengths and perspectives. We know we can achieve more and create a lasting impact by working as one.

Nurturing innovation

We thrive on challenges and explore new ideas and approaches to problem-solving. We are always learning and open to change so we can drive advancements and growth that make a difference

POSITION OBJECTIVE

The Service Planning Coordinator supports service planning activities across the organisation including developing a detailed understanding of regional health needs, analysing available health information, mapping current health services, identifying system/service gaps, and incorporating stakeholder, community and consumer perspectives.

The Coordinator supports the implementation of explicit planning logic that flows from the health needs assessment through to evaluation. They are required to work closely with all Directorates across Healthy North Coast and external stakeholders to improve service planning processes.

KEY RESPONSIBILITIES

Service Planning

- Support Directors/Managers to develop service plans in response to the identified health needs of communities
- Support modelling of current and projected service demand

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- Review current service capability and capacity
- Contribute to analyse service markets across the region
- Project future service mix required to meet population health needs
- Facilitate stakeholder, community and consumer engagement activities to ensure a broad range of perspectives especially priority populations are incorporated into service planning processes
- Support the development of contemporary evidence-based service models.

Data management

- Collaborate with partner organisations to optimise the collection, analysis, sharing and reporting of health and service data in order to inform service planning processes
- Contribute to the development of robust systems to capture and manage health data.

Health Needs Assessment

- Support the development of a robust Health Needs Assessment process including identifying, validating and prioritising needs.

Relationship building

- Develop and maintain strong customer relationships both internally and externally.

Other

Prepare grants and funding applications as required

Work with the Chief Executive Officer from time to time on priority and strategic projects

Write and compile reports and submissions as required.

Please note some inter and intra state travel, and work outside standard office hours, may be a requirement of this role.

CAPABILITY FRAMEWORK

Healthy North Coast has an endorsed Capability Framework that supports each position across the organisation. The Classification of each position details role specific capabilities.

SELECTION CRITERIA

Applicants must demonstrate how they meet the Selection Criteria for this position

Key selection

1. Previous experience working in the health or community services sector
2. Knowledge and experience in contemporary population/public health planning
3. Demonstrated experience in the collection, management, competency in data analysis (qualitative and quantitative) and reporting of health and service information
4. Demonstrated experience in consumer and community engagement and collaboration
5. A strong communicator with the ability to tailor spoken/written communication accurately and effectively

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Desirable Qualification	6. Experienced in taking initiative for their own work while ensuring a high quality of work is produced and outcomes met in a timely fashion
	7. Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity, Cultural Safety, and Continuous Improvement principles
	8. Undergraduate and/or postgraduate degree in health service planning, or related field and a minimum of three (3) years' experience in a service planning role (or similar)

APPOINTMENT SUBJECT TO:

1. Criminal record clearance
2. Employee confirmation that they do not have a pre-existing injury or illness that would affect their ability to undertake the inherent requirements of this position
3. Current Class C Driver's Licence may be a requirement of specific roles

PERFORMANCE OBJECTIVES:

To be established with the Reporting Manager within the 3-month probationary period.

ACKNOWLEDGEMENT:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

As occupant of the position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name:	
Signature:	
Date:	

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