

POSITION: Partners in Palliative Care Project Manager, North and West Metropolitan Region Palliative Care Consortium

REPORTS TO: Consortium Manager

LOCATED: Fitzroy North

DATE: October 2017

ORGANISATIONAL ENVIRONMENT

North and West Metropolitan Region Palliative Care Consortium (the Consortium)

The Consortium is an alliance of organisations providing palliative care for people living in the north and west metropolitan region of Melbourne. Consortium members include community palliative care services, public hospitals (palliative care units and palliative care consultancy services), RDNS, primary health networks and other health and community services.

The Consortium is one of eight regional palliative care consortia across Victoria and operates within the context of the Victorian Government's end of life and palliative care framework.

The Consortium:

- Promotes collaborative approaches to quality improvement in end of life and palliative care;
- Works to optimise the community's access to high quality end of life and palliative care support;
- Assists the Victorian Department of Health and Human Services (DHHS) to implement the Victorian Government's end of life and palliative care framework and other policies and programs to support people with a life limiting illness and their carers, families, friends and communities.

Melbourne City Mission is the fund holder and employing agency for the Consortium as well as providing Consortium office space. The roles and services of the Consortium and Melbourne City Mission function separately, with the Consortium Management Group being the key driver of Consortium priorities. Further details of the Consortium's work can be found through the Consortium website: <https://northwestpalliative.com.au/>

Melbourne City Mission

Melbourne City Mission is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that provides assistance to thousands of Victorian people and communities experiencing disadvantage.

Melbourne City Mission has a vision to create a fair and just community where people have equal access to opportunities and resources. As a service provider Melbourne City Mission's work is focussed on working alongside people supporting them to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Palliative Care; Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

The Consortium operates with funding provided through the Victorian Government's Palliative Care Program of DHHS. The Consortium's workplan is aligned with the strategic objectives of Victorian's end of life and palliative care framework:

- Services are person-centred.
- Engaging communities and embracing diversity.
- Services are coordinated and integrated.
- End of life and palliative care is everyone's responsibility.
- Specialist palliative care is strengthened.

The Consortium has a small staff team and is led by the Consortium Manager.

There is twelve months funding available for a Partners in Palliative Care project with aims as set out below and in the accompanying Partners in Palliative Care Project Brief at:

<https://northwestpalliative.com.au/what-we-do/partners-palliative-care-project/>

There is an expectation that all deliverables will be achieved within this timeframe.

JOB PURPOSE

To lead the implementation of the Partners in Palliative Care project, with key project aims as follows:

For general practitioners (GPs), medical specialists, chronic disease support services and specialist palliative care services to have a clear understanding of each other's role and methods for collaborating to deliver high quality person and family centred care for people living with a life-limiting illness in the last 12-18 months of life, including:

- Information and support given to people and their families when palliative care support or a palliative approach is first being considered (prior to specialist palliative care involvement).
- Preferred approaches for referral to community palliative care services and palliative care consultancy services, including options for pre-referral discussion of care needs and exploring options to have these needs met.
- Preferred approaches to ensure appropriate ongoing support is available for people being considered for 'discharge' by community palliative care services.
- Collaborative approaches to care in the last months and weeks of life, including GP involvement in medication management and anticipatory prescribing.

See the Partners in Palliative Care Project Brief for further information at:

<https://northwestpalliative.com.au/what-we-do/partners-palliative-care-project/>

JOB OBJECTIVES/DUTIES

Duties of this role may include but are not limited to the following

Key Project Tasks and Duties

1. Identify key medical specialists in haematology, oncology, renal, cardiac, respiratory specialties and other chronic diseases who service NW Metro residents and encourage their involvement in the project as (1) advisers and suppliers of information and opinions and/or (2) recipients of project information.
2. Identify key personnel of chronic disease support services who service NW Metro residents and encourage their involvement in the project as (1) advisers and suppliers of information and opinions and/or (2) recipients of project information.
 - Note: Key GPs and GP networks, along with key personnel from specialist palliative care services are already known to the project through the Consortium and the involvement of the North Western Melbourne (and Eastern) Primary Health Networks.
3. Establish and implement a sustainable range of communication methods to disseminate and share project related information with GPs, medical specialists, chronic disease support services and specialist palliative care services, throughout and beyond the life of the project.
4. Explore options for improved ways for GPs, medical specialists, chronic disease support services and specialist palliative care services to respond to people with early referral needs, including approaches to supporting GPs during this period.
5. Document and make publicly available to all potential referring professionals, the preferred approaches for referral to community palliative care services and palliative care consultancy services, including 'early referrals'.
6. Document and make publicly available the preferred approaches to ensure appropriate ongoing support is available for people being considered for 'discharge' by community palliative care services.
7. Initiate strategies to enhance the effectiveness of communication between specialist palliative care services and GPs to assist GPs with anticipatory prescribing and other care needs in the last months and weeks of life.

Other duties

- Undertake administration tasks required of the position, e.g. booking rooms for meetings, organising catering if required etc.
- Other duties as required.

Note: Travel will be required to various organisations throughout the NW Metro region to participate in meetings and events.

KEY RELATIONSHIPS

Accountability	The position is accountable to the Consortium Manager.
Internal Relationships	The appointee will work as part of the consortium's small staff team, currently comprising a full-time Consortium Manager, a part-time Administration Coordinator and two part-time Project Officers (Aged Care and Disability). The role includes regular contact with staff from the consortium's member organisations.
External Relationships	The role will require significant liaison with representatives of the organisational members of the Consortium and various other palliative care organisations, government department representatives and other health and community service providers.

KEY SELECTION CRITERIA

Qualifications / Experience

Essential:

- A tertiary qualification in health/social science or related discipline and/or project management.
- Knowledge of the health and community services system in metropolitan Melbourne for people with a life limiting illness and their carers/family, including specialist palliative care services, primary care services and chronic disease support services.
- Understanding of the policy context in which the Consortium operates, including the Victorian Government's end of life and palliative care framework.
- Understanding of the range of lived experiences of people with a life limiting illness and their carers/family and the capacity to inspire service providers to embrace person and family centred approaches to care.
- Capacity to inspire health and community service staff to collaborate in seeking quality improvement in end of life and palliative care.
- High level communication skills, verbal and written.
- Demonstrated capacity to set and achieve work targets within the context of normal supervision and support arrangements.
- Capacity to contribute effectively in a small team environment.

MELBOURNE CITY MISSION CAPABILITIES

In addition to the Key Selection Criteria, applicants should be able to demonstrate the following attributes:

Quality, safety and risk management are paramount	Play by the rules – you make no compromises when it comes to quality, safety and risk management.
Clients are at the centre of everything you do	You help clients reach their goals and get the best possible outcomes by working in partnership. You're always on the lookout for opportunities for improvement.
You help make Melbourne City Mission a great place to work	You build and maintain relationships with all your colleagues and clients. You're a team player; you actively participate in an encouraging and supportive work environment.
You achieve results	You're focused on what you need to do and you deliver.
You raise the bar	You embrace a culture of learning, growth and development.
Communication is key	You're clear, know your audience and use a variety of methods to share information.

TERMS AND CONDITIONS OF EMPLOYMENT

Classification: The position is classified within Band 4 under MCM's remuneration structure (base salary range mid \$70K–mid \$90K) plus 9.5% superannuation, with salary packaging also available. With your application, please feel free to nominate a salary level within the range that you would consider satisfactory to accept the position if offered.

Hours: Optional, with choice of: 0.8 EFT (30.4 hrs pw); 0.9 EFT (34.2 hrs pw); or 1.0 EFT (full-time, 38 hrs per week). Please nominate your preferred EFT at the time of application.

Tenure: 12 months.

Location: This position is based at the Fitzroy North office of Melbourne City Mission.

Conditions: An internet enabled mobile phone, for time and attendance if working offsite.

Appointment to this position is subject to the satisfactory completion of a Police Check.

Applications should include a CV and cover letter, to: Michael Gourlay, Consortium Manager via email: mgourlay@mcm.org.au. Applications close at 12 midnight on 19 October 2017.