

POSITION TITLE	Coordinator, Psychosocial Inclusion
REPORTS TO	Senior Manager, Primary Mental Health & Wellbeing
DIRECT REPORTS	Not applicable
TEAM	Primary Health & Commissioned Services
LOCATION	WQPHN office
POSITION CLASSIFICATION	Level 4
RELEVANT AWARD & CLASSIFICATION	Above Award
EMPLOYMENT STATUS & HOURS	Full time, 1.0 FTE, 76 hours per fortnight

Primary Purpose

This position's primary purpose is to support the Senior Manager of Primary Mental Health & Wellbeing in driving strategic solutions for diversity, equity, and inclusion for the Western Queensland region. Advising and assisting the Senior Management Team (SMT), this role is key to ensuring that psychosocial inclusive practices are taken into account while planning and commissioning with WQPHN's partners to achieve positive outcomes for diverse groups and people living with disabilities.

Role Functions

The Coordinator, Psychosocial Inclusion role is responsible for the PHN Commonwealth Psychosocial Support Program at WQPHN.

Key Responsibilities and Accountabilities

1. Work with the SMT and People & Culture team on the implementation of activities on cultural change, workforce diversity, equity & inclusion, and gender initiatives to build organisational capability and employee engagement.
2. Design, develop and implement training programs that change culture, practice and values and help to foster inclusive workplace practices within WQPHN: [2023-26StrategicPlan.pdf \(wqphn.com.au\)](#)
3. Play a critical role in supporting WQPHN's strategic approach to diversity and inclusion across the region, as outlined in the five-year plan (2021-2026) to improve mental health, suicide prevention and alcohol and other drug treatment services in Western Queensland: [WQPHN_MHSPAOD Report.pdf](#)
4. Assist in leading, coordinating, and implementing a range of inclusion and diversity programs by working collaboratively with key external stakeholders across the WQPHN region to educate and implement inclusive practices.
5. Contribute to the development, implementation, monitoring, and evaluation of a regional Diversity and inclusion Strategy by actively participating in and supporting the implementation of initiatives and leading the region in achieving the actions and deliverables set out in the regional Diversity and inclusion Strategy.
6. Build external relationships with key external stakeholders and where applicable, represent WQPHN on external specific inclusivity working groups.
7. Translate relevant contractual requirements, legislation, protocols, and policies and implement them into practice to ensure WQPHN is meeting current statutory requirements. This includes assisting project leads with the implementation of social procurement commitments made during tenders.

8. Assist the Performance & Contracts team in strengthening WQPHN's social procurement response when commissioning services within the WQPHN region.
9. Monitor, evaluate and report on the effectiveness of diversity and inclusion initiatives, utilising data and metrics to measure impact and inform continuous improvement.
10. Support the Primary Health and Commissioned Services team to gather and implement initiatives around diversity, disability, mental health and wellbeing based on community feedback and outcomes through stakeholder engagement such as meetings, workshops and other forms of consultation.
11. Contribute to staff training and support professional collaborations, forums, and quality improvement networks.
12. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The [Reconciliation Action Plan](#) shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

1. Tertiary qualifications in health, human or community development services, or equivalent extensive experience ideally gained in a large and diverse service industry organisation.
13. Demonstrated knowledge and understanding of diversity and inclusion principles, theories, and best practices with a commitment to continuous learning and staying abreast of emerging trends and developments in diversity and inclusion.
14. High-level project management skills, working with minimal supervision, managing conflicting deadlines and demonstrating effective problem-solving and negotiation skills.
15. Advanced interpersonal communication skills to build and maintain relationships with the ability to respectfully engage a range of communities and community leaders.
16. Experience in design, development and implementation of programs of work, processes or training.
17. Experience in data collection, collations, and analysis or similar.
18. High-level understanding of regional, remote and rural communities' health, social and emotional well-being needs.
2. Ability to prepare business communication documents, reports, agendas, minutes, and presentations, with the ability to convey complex ideas and concepts in a clear and engaging manner.
3. Competency in Microsoft Office (including SharePoint) and other office productivity tools, with aptitude to learn new software and systems.
4. Hold a current driver's license, unrestricted for work purposes.



Key Performance Measures

1. Demonstrate and model the WQPHN values.
19. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Assessment and DoHAC deliverables.
20. Meet 100% completion of mandatory and organisational training priorities.
21. Lead the development of the WQPHN regional Diversity & Inclusion Strategy.
22. Achieve 100% commissioning of designated inclusive activities in alignment with the WQPHN regional Diversity & Inclusion Strategy, funding contracts, planned service priorities and outcomes, KPIs, WQPHN's Quality Management System and Service Level Agreements.
23. Develop inclusive programs and activities using regional community feedback and data to meet current and future needs, aligned with WQPHN's Diversity & Inclusion Strategy.
24. Maintain compliance with evidence-based standards and legislation for 100% of inclusive support services.
25. Establish and maintain a range of strategic partnerships and engage with key stakeholders on a regular basis to promote awareness and implement inclusive practices.

Key Relationships

Internal

- Senior Management Team
- Office of the Chief Executive Officer
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team.

External

- Department of Health & Aged Care (DoHAC) and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practice
- Disability Peak Bodies and Networks
- People with a Lived Experience
- Other health service providers, community sector agencies, contractors and business advisors.

Acceptance

EMPLOYEE NAME			
EMPLOYEE SIGNATURE		DATE	