

# Shared Care Coordinator Position Description

**Position Title:** Shared Care Coordinator

**Reporting To:** General Manager Shared Care

**Direct Reports:** Nil

**Internal Stakeholders:** Works closely with Program Managers, Clinical Governance Committee, GPEX staff.

**External Stakeholders:** General Practitioners, Local Health Networks, Primary Health Networks, government agencies, funding bodies, other healthcare providers, consumers and non-for-profit.

**Full-Time Equivalent:** 0.5 FTE

## About GPEX

At GPEX, we believe that primary health care must be reimagined to address Australia’s emerging healthcare challenges. Our work is driven by a simple but powerful belief: that primary care professionals have the potential to create meaningful change, and it’s our job to help unlock that potential. We’re in the midst of a major and exciting transformation, blending 20 years of experience with the energy and innovation of a start-up.

Our goal is to empower primary healthcare professionals at every stage—from students to system innovators. We're redefining study preparation and CPD by creating pathways and credentials that build real capability. We connect primary care, urgent care, and hospitals, driving meaningful change through innovative models of care supported by our unique educational foundation. Armed with cutting-edge skills and data-driven insights from our workforce planning and evaluation capabilities, we’re paving the way to a stronger, more resilient healthcare system in Australia.

## GPEX Values



**Excellence**  
we aspire to  
excellence



**Innovation**  
we continually seek  
better ways



**Integrity**  
we act with ethics and  
own our actions



**Collaboration**  
we unite to deliver on  
our purpose

## Position Purpose

The Shared Care Coordinator will support the General Manager, Shared Care, in managing and delivering GPEX’s shared care programs. These include the South Australian statewide Obstetrics Shared Care program

on behalf of SA Health and the pilot GP ADHD Shared Care program in partnership with the Women’s and Children’s Health Network (WCHN) Child and Adolescent Mental Health Services (CAMHS) unit.

This position will focus on driving shared care, supporting GP education and accreditation, undertaking program workflows and administration, contributing to clinical governance and accreditation, and providing patient and professional navigation services.

This role offers a unique opportunity to support innovative healthcare initiatives, working at the intersection of clinical practice, education, and shared and collaborative care models.

### Key Responsibilities:

<b>Stakeholder Engagement and Program Coordination</b>	<ul style="list-style-type: none"> <li>• Support the General Manager, Shared Care, and others across GPEX, in managing the Obstetric Shared Care program and ADHD Shared Care program pilot.</li> <li>• Liaise and partner with GP’s, midwives, nurses and other clinical and non-clinical staff to enhance systems and processes that support collaborative and shared care.</li> <li>• Support the General Manager in identifying opportunities for enhancement of program coordination and engagement to improve health professional and patient experiences.</li> <li>• Provide patient and professional navigation services, ensuring seamless support throughout the care process.</li> </ul>
<b>Education and Professional Development</b>	<ul style="list-style-type: none"> <li>• Contribute to the development and delivery of education and CPD events for GP’s and health professionals, ensuring that training resources and facilitators align with program requirements and guidelines.</li> <li>• Support the accreditation process for GPs participating in shared care programs.</li> <li>• Contribute to the creation and delivery of resources and information for GPs and healthcare professionals at both in-person events and online by developing high-quality, on-brand content.</li> </ul>
<b>Administration and Data Management</b>	<ul style="list-style-type: none"> <li>• Work with GPEX staff to maintain an up-to-date database of participating GPs, and/or other health professionals ensuring compliance with program requirements and registrations.</li> <li>• Support the onboarding and offboarding of GPs and healthcare professionals in shared care programs.</li> <li>• Support internal reporting, documentation and soliciting program feedback via surveys to ensure effective communication of program outcomes.</li> <li>• Help manage and distribute materials to GPs, Specialists, and other partners in the shared care program.</li> <li>• Provide additional support as needed, such as assisting with special projects, administration or preparing presentations for internal or external stakeholders.</li> </ul>

<p><b>Clinical Governance and Compliance</b></p>	<ul style="list-style-type: none"> <li>• Support the General Manager, Shared Care in shared care models adherence to clinical governance standards and compliance.</li> <li>• Support risk management and clinical safety processes within the program. The coordinator ensures that providers are adhering to accreditation guidelines, offering feedback to the General Manager on compliance and potential areas of concern.</li> <li>• Represent GPEX on relevant committees and advisory groups as required, advocating for shared care integration across the healthcare system.</li> </ul>
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**Key Capabilities**

<p><b>Stakeholder Engagement &amp; Communication</b>        Build effective partnerships and communicate clearly with healthcare professionals and stakeholders to support shared care programs.</p>	<p><b>Organisational Skills &amp; Project Skills</b>        Coordinate workflows and projects effectively, supporting program goals and operational efficiency.</p>	<p><b>Clinical Governance &amp; Compliance</b>        Ensure adherence to clinical governance, safety standards, and accreditation requirements, with proactive risk management.</p>
<p><b>Administration and Data Management</b>        Manage databases, ensure compliance and support onboarding/offboarding processes</p>	<p><b>Education and Professional Development</b>        Proficient in supporting education delivery, accreditation processes, and content development for healthcare professionals, ensuring alignment with program standards.</p>	<p><b>Program Coordination</b>        Manage shared care program delivery, ensuring alignment with standards, smooth operations and positive outcomes.</p>

**Qualifications and Experience:**

- A degree or equivalent in a health-related field such as midwifery, nursing, or allied health is essential.
- Past or current experience working in a clinical capacity is essential.
- Proven ability in administration and workflow management, including efficient handling of scheduling, compliance, and maintaining accurate information and records.
- Ability to engage with diverse groups in primary and tertiary care, fostering collaborative approaches to integrated patient care.
- Strong organisational skills to support shared care programs and meet clinical and operational goals.
- Strong written and verbal communication skills for delivering educational resources, writing reports, and contributing to promotional information and program communications.

### **Mandatory Certifications and Licences:**

- Must hold a current Australian Driver's Licence
- Criminal and Relevant History Screening
- Working with Children Check
- Vulnerable Persons

### **Desirable**

- Experience in the integration of care and clinical governance between specialist, tertiary, and primary care is well-regarded but not essential.
- Experience with GP and health professionals education programs and CPD development.

### **Work Conditions:**

- This is a part-time position which requires flexibility to meet program needs and engage with stakeholders, which may occasionally occur after hours or on weekends (with adequate notice and backup support provided).
- Frequent travel will be required to metropolitan hospitals and health services with occasional travel to healthcare sites located rurally and interstate possibly required to strengthen relationships with primary care providers and tertiary care institutions.