

Position Description

Position title	Program Officer- Homeless Health and Cultural Diversity
Status	Full Time Fixed Term to 30 June 2025
Location	Eight Mile Plains
ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN	
<p>Brisbane South PHN is one of 31 regional Primary Health Networks (PHNs) established nationally by the Australian Government to help deliver an efficient and effective primary health care system for the people of Australia.</p> <p>We work with health professionals and communities to understand our region’s health and wellbeing needs, and commission services that respond to those needs. By investing in person-centred, place-based models of care, we deliver results for the people and communities in our region and support broader health system reform.</p> <p>As a local agent of system change for the people in our region, we’re committed to:</p> <ul style="list-style-type: none"> • deeply understanding the health needs and service gaps in our region • commissioning safe, equitable health services in response to people’s needs • improving health literacy and access to health services in our communities • supporting health professionals and workers in the primary health system • partnering to deliver better health outcomes and experiences of care for people in our region. <p>Our vision is ‘healthy thriving communities’.</p> <p>Our values are Respect, Courage, Integrity, Equity, Collaboration, and Excellence shaping the way we work with our stakeholders and with each other.</p> <p>Our purpose is partnering with care providers and communities to strengthen health and wellbeing, especially for those with the greatest need.</p>	
POSITION OBJECTIVE	
<p>The objective of this position is to:</p> <ol style="list-style-type: none"> 1. Provide high-quality project support activities to ensure optimal delivery, outcomes and achievement of program goals for the Family Support and Cultural Diversity Team 2. Develop effective trust-based relationships with project stakeholders. 3. Ensure activities focus on the achievement of program goals and contribute to the realisation of the Brisbane South PHN strategic goals and vision. 	
REPORTING RELATIONSHIPS	
Reporting to	This position reports to the Manager, Family Support
Direct reports	Nil
Indirect reports (Team size)	Nil
KEY RELATIONSHIPS	
External	Department of Health and Aged Care, Primary Health Networks, Providers, Consumers, and other relevant organisations
Internal	All Brisbane South PHN teams, specifically Family Support and Cultural Diversity
Delegation Authority	As assigned by the Brisbane South PHN Delegation of Authority Policy

Position Description

KEY RESPONSIBILITIES

Program Support

- Program and administration support across Family Support and Cultural Diversity program areas
- Support the implementation of key program activities where required.
- Support the on-time delivery of tasks and activities as required.
- Monitor and liaise with program and external stakeholders to enable effective measurement of program deliverables and outcomes.

Project Support

- Supporting project implementation through developing and maintaining collaborative relationships.
- Develop and monitor project plans and schedules, ensuring delivery of project tasks, control project documentation and provide timely, quality administrative and project support.
- Utilisation of project management documents and project management principles
- Contribute to project planning and design activities.
- Work with commissioned programs to support effective data collection with consistent and accurate reporting on activity and outcomes.
- Appropriate monitoring and reporting of risks and escalation as required.

Relationship Management

- Develop and maintain relationships with key stakeholders including PHNs, service providers, and non-government organisations where required.

General

- Perform other duties consistent with the position where required and/or requested by management from time to time.
- Complete mandatory and other training as required.
- Adhere to all organisational policies and procedures, including all workplace health and safety measures.

KEY SELECTION CRITERIA

Essential

- Relevant tertiary qualifications and experience in health management and planning, population health, human services/social services, health promotion and or project management.
- Proven experience in service design and planning, implementation and monitoring, including managing projects with a diverse range of stakeholders.
- Experience in the use of, or aptitude for learning IT systems such as Microsoft Office Suite; Customer Relationship Management systems and other systems.
- Current driver's licence
- Blue Card
- National Police Check

Desirable

- An understanding of the Australian health system.
- An understanding of service delivery, engagement and collaboration within either the homelessness or culturally diverse sector would be highly desirable.
- Demonstrated ability to build and maintain positive and effective relationships to support achievement of agreed outcomes.
- Ability to operate collaboratively as well as autonomously within high-functioning teams and across teams.
- Demonstrated ability to develop web content and process governance documents suitable for organisation-wide use

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Core Capabilities

The Brisbane South PHN Capability Framework defines the core capabilities including knowledge, skills and behaviours required for all employees to perform their role and ultimately for Brisbane South PHN to deliver on its strategic objectives.

This position is classified as Band Level 1 – Leading Self

Manager's Signature		Date
Manager's Name		
Employee's Signature		Date
Employee's Name		