

# Position Description

<b>Position title</b>	Program Officer - Urgent Care Clinics
<b>Status</b>	Fixed Term Full Time
<b>Location</b>	Eight Mile Plains
<b>ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN</b>	
<p>Brisbane South PHN puts people at the heart of health care. We specialise in person-centred, place-based health system reform that delivers meaningful change and sustainable results. We are partnering to build a health and wellbeing system in which every person in the Brisbane south region, especially those with the greatest need, is supported to live well and experiences care that is connected, high quality and easy to access – our vision is ‘the best possible health and wellbeing for every person in the Brisbane south region’.</p> <p>In addition, our values - Courage, Integrity, Purpose, Respect, Synergy - shape the way we work with our stakeholders and with each other.</p> <p>Our purpose in partnering to build a health and wellbeing system in which every person in the Brisbane south region, especially those with the greatest need, is supported to live well and experiences care that is connected, high quality and easy to access.</p> <p><b>Brisbane South PHN supports the primary health sector in a number of ways:</b></p> <ul style="list-style-type: none"> <li>• Through careful analysis, consultation and planning, we help to identify and address health needs and service gaps.</li> <li>• We share knowledge and information with and throughout our network.</li> <li>• We work directly with general practitioners, allied health professionals and health care organisations.</li> <li>• Our services include sharing of information, digital solutions and workforce education and training, so health service providers can be better placed to deliver care to patients, keeping them healthy and out of hospital.</li> <li>• Through our partners and contracted providers we commission the delivery of services for our region’s most vulnerable people.</li> </ul>	
<b>POSITION OBJECTIVE</b>	
<p>The objectives of this position are to:</p> <ol style="list-style-type: none"> <li>1. Provide high-quality project support activities to ensure optimal delivery, outcomes and achievement of program goals for the Urgent Care Clinics Program</li> <li>2. Develop effective trust-based relationships with project stakeholders.</li> </ol>	
<b>REPORTING RELATIONSHIPS</b>	
<b>Reporting to</b>	Senior Program Development Coordinator – Primary Health Engagement
<b>Direct reports</b>	Nil

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KEY RELATIONSHIPS	
<b>External</b>	Department of Health and Ageing, Hospital and Health Services, Primary Health Networks, Providers, Consumers and other relevant organisations
<b>Internal</b>	System Integration and Coordination Team
<b>Delegation Authority</b>	As assigned by the Brisbane South PHN Delegation of Authority Policy
KEY RESPONSIBILITIES	
<p><b>Program Support</b></p> <ul style="list-style-type: none"> <li>• Project and administration support across the System Integration and Coordination Team.</li> <li>• Support the implementation and management of Urgent Care Clinic activities where required.</li> <li>• Support the on-time delivery of tasks and activities as required.</li> <li>• Monitor and liaise with program and external stakeholders to enable effective measurement of program deliverables and outcomes.</li> </ul> <p><b>Project Support</b></p> <ul style="list-style-type: none"> <li>• Support project implementation through developing and maintaining collaborative relationships.</li> <li>• Develop and monitor project plans and schedules, ensuring delivery of project tasks, control project documentation and provide timely, quality administrative and program support.</li> <li>• Utilisation of project management documents and project management principles</li> <li>• Contribute to project planning and design.</li> <li>• Work with the System Integration and Coordination Team to support effective data collection with consistent and accurate reporting on activity and outcomes.</li> <li>• Appropriate monitoring and reporting of risks and escalation as required.</li> </ul> <p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain relationships with key stakeholders including PHNs, service providers, and non-government organisations where required.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Perform other duties consistent with the position where required and/or requested by management from time to time.</li> <li>• Complete mandatory and other training as required.</li> <li>• Adhere to all organisational policies and procedures, including all workplace health and safety measures.</li> </ul>	
KEY SELECTION CRITERIA	
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience working in and / or strong understanding of the primary health sector and the Australian health system.</li> <li>• Strong time management skills.</li> <li>• Proven analytical solution focused problem-solving skills.</li> <li>• Engaging written and verbal communication and interpersonal skills to effectively communicate with various stakeholders.</li> <li>• Experience in the use of, or aptitude for learning IT systems such as Microsoft Office Suite; Customer Relationship Management systems and other systems.</li> <li>• Current driver's licence</li> <li>• National Police Check</li> </ul>	

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## 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

## 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

<b>Manager's Signature</b>		<b>Date</b>
<b>Manager's Name</b>		
<b>Employee's Signature</b>		<b>Date</b>
<b>Employee's Name</b>		