

# Position Description

<b>Position title</b>	Program Administration Support - General Practice Quality Improvement
<b>Status</b>	Full time / Part time options considered. Fixed term contract to 30 <sup>th</sup> June 2024
<b>Location</b>	Eight Mile Plains
<b>ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN (BSPHN)</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, including those in need of mental health, drug and alcohol and other support services</li> </ul>	
<b>POSITION OBJECTIVE</b>	
<p>The objective of this position is to:</p> <ol style="list-style-type: none"> <li>1. Provide administration support to the General Practice Quality Improvement team who promote and facility quality improvement to primary care providers in the Brisbane south region.</li> <li>2. Ensure activities focus on the achievement of program goals and contribute to the realisation of the Brisbane South PHN strategic goals and vision.</li> </ol>	
<b>Accountability</b>	This position reports to Manager – General Practice Quality Improvement.
<b>Direct reports</b>	Nil
<b>Budget</b>	Nil
<b>Delegated Authority</b>	As per approved BSPHN delegations

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KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> <li>• Provide extensive and high-quality administration support to the GPQI Manager, Coordinators and team members.</li> <li>• With guidance, provide administration support to the GPQI team who promote and facilitate quality improvement in general practice.</li> <li>• Support the team to maintain and update resources including but not limited to resources, webpages, communication materials.</li> <li>• Provide assistance to general practices to access quality improvement tools and resources.</li> <li>• Prioritise incoming tasks from the GPQI team to ensure timely delivery of the program.</li> <li>• Support administration of the QI program including CRM recording and communicating with internal and external stakeholders (where applicable).</li> <li>• Any activities that might reasonably be expected in this position.</li> </ul>	
CAPABILITIES AND COMPETENCIES	
<p>Brisbane South PHN has a Capability and Competency Framework aligned to the Strategic Framework, Vision, Purpose and Values. The expected capabilities, competencies and success behaviours for this position are described in the Framework in the role group <b>Team member, Support</b>.</p> <p>Additional competencies required for success in this position are:</p> <ul style="list-style-type: none"> <li>• Personal Leadership – the ability to maintain personal energy, stamina, to exercise self-control and to learn new behaviour. Values – courage, respect, integrity.</li> <li>• Teamwork – the ability to function effectively as part of a group to achieve mutual outcomes. Values – courage, respect, integrity, synergy, purpose.</li> <li>• Stakeholder Engagement – the ability to build and nurture authentic, collaborative and successful external and internal relationships.</li> <li>• Focus on Performance – to have a focus on achievement and take accountability for the responsibilities and success measures of my role.</li> </ul>	
SKILLS, EXPERIENCE AND QUALIFICATIONS	
<ul style="list-style-type: none"> <li>• Experience in providing high quality administration support preferably, but not essential within a primary health care setting.</li> <li>• Ability to support and operate as a member of a high functioning, collaborative team.</li> <li>• Time management and ability to prioritise multiple tasks.</li> <li>• Engaging written and verbal communication and interpersonal skills to effectively communicate with various stakeholders.</li> <li>• High level of computer literacy (Microsoft Office Suite), and capacity to understand software applications.</li> <li>• Current driver’s licence.</li> <li>• Criminal History Check</li> </ul>	
<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>	