

Role Description

Integration and Partnerships Officer - Better Health North Queensland

Cairns/Townsville/Mackay

Department	Health System Integration and Innovation
Location	Cairns/Townsville/Mackay
Position type:	Full time
Classification	Level 6
Hours of Work:	38 Hours per week until 30 June 2022
Reports to:	Health Services Integration and Innovation Lead

Our values

Collaboration

We work together successfully by valuing, appreciating, and contributing as a team. We build collaborative strategic partnerships for the good of our community.

Equity

We work in a fair and non-judgemental environment where all views and opinions are considered equally. We treat all stakeholders the same and work to reduce inequalities in health for the most disadvantaged.

Innovation

We support an environment that fosters creative, innovative, and solution-focused ideas. We work in partnership with our stakeholders and encourage new, innovative, and creative work to solve complex societal problems.

Integrity

We are open and transparent in our decision-making and deliver on our promises.

Respect

We encourage and give people the opportunity to communicate by listening, acknowledging, and appreciating what they have to say in a supportive and professional manner. We act in a professional manner at all times to build strong relationships even in the absence of agreement.

Access

We support better and timelier access to Primary Health Care by working collaboratively with multidisciplinary teams. We consider the financial, organisational, physical accessibility and acceptability and social or cultural barriers that limit the utilisation of Primary Health care services



Role summary

The Integration and Partnerships Officer will work closely with the Senior Director Better Health NQ and be responsible for providing high level project office and administrative support to the Better Health NQ (BHNQ) program. The position will support the management and implementation of the Better Health NQ Master Plan and associated workstreams and other support activities as required. The role requires the ability to work in fluid environment with a high level of autonomy.

Key responsibilities

- Develop and maintain positive, collaborative working relationships with and between internal and external stakeholders, facilitate effective communications, and foster relationships.
- Provide BHNQ with high-quality project support to enable stakeholders deliver effectively on projects.
- Monitors and reports on project deliverables against project plans, including risks and issues.
- Support the undertaking of analysis and presentation of data and information to inform system and service level improvement and planning.
- Coordinate internal and external events, workshops, and meetings – including agenda, minutes, and other related documentation.
- Support the development and preparation of presentations, schedules, reports, briefs, and communication documentation.
- Apply high level administrative skill and expertise, discretion, problem-solving, and judgement to work with a high degree of autonomy and consistently meet deadlines.
- Participate and coordinate a broad range of business support functions as directed/required.
- Whilst organisationally reporting to the Health Services Integration and Innovation Lead, this position will have direct/indirect relationships with senior leaders of other health system partners and providers.
- Ensure the safety of yourself and others in line with the organisations Workplace Health and Safety policies and procedures and the *Workplace Health and Safety Act 2011*.
- Perform other duties reasonably required as directed.

Key selection criteria

- Tertiary qualifications in a health related or human services discipline and/or three years relevant work experience specifically in health care.
- Knowledge of contemporary population health concepts and demonstrated understanding of opportunities and challenges for the health sector in the North Queensland region.
- Knowledge of, or ability to develop knowledge of, networking and stakeholder engagement of health sector across the NQPHN region.
- Experience in the development, implementation, and evaluation of programs and activities within the health care and/ or community services field.

- Demonstrated experience in managing multifaceted project activities within a community engagement context and frameworks.
- Demonstrated ability to work with diverse communities in the Aboriginal and Torres Strait Islander and Australian South Sea Islander regions.
- Demonstrated experience in coordinating, developing, and contributing to a team environment.
- Excellent written and interpersonal communication skills including the ability to work effectively as part of a team and effectively liaise and consult with a range of internal and external stakeholders
- Advanced skills in the use of Microsoft Office applications including Excel, Word, and PowerPoint.

Other requirements

- Must hold a current Queensland Drivers licence.
- Provide a National Police Check not less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) Qld.

Capability Framework

NQPHN has a capability framework in place, this role has the following core competencies and expected levels.

Core Competency	Standard
Teamwork and Team Leadership	<ul style="list-style-type: none"> • Supports others in taking independent action. • Resolves issues that occur with minimal direction. • Invites and builds upon the ideas of others. • Assumes additional responsibilities to facilitate the achievement of team goals. • Actively shares knowledge among peers or offers advice to less experienced colleagues. • Effectively transfers acquired knowledge and expertise. • Demonstrates initiative in professional self-development.
Resource Management	<ul style="list-style-type: none"> • Manages the allocation of resources in relation to business needs. • Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time. • Provides advice on procedures and the use of resources.
Flexibility and Continuous Improvement	<ul style="list-style-type: none"> • Anticipates having to adapt work methods to changing technology and environments. • Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others. • Adapts to new ideas and initiatives relevant to own area of work. • Understands and promotes the Organisation's business needs and policies for introducing change. • Is able to present the Organisation's priorities as they relate to own area of work. • Explains and convinces others of the need for adaptation and change of policies, structures, and methods.

Stakeholder Engagement and Communications	<ul style="list-style-type: none"> • Writes information coming from multiple sources in a logical and comprehensive, yet concise manner. • Combines information from various sources in a concise and consistent manner. • Makes sound use of graphics and tables to effectively present numerical data. • Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices and respective interests and areas of expertise. • Identifies current or past contacts that can provide work-related information or assistance. • Fosters two-way trust in dealing with contacts (e.g. maintains confidentiality regarding sensitive information).
Quality Management	<ul style="list-style-type: none"> • Gain an understanding of quality management systems, so effective feedback on limitations can be provided. • Utilise quality management systems where provided by the NQPHN. • Provide feedback to line managers on utility of quality management systems.
Strategic Thinking and Innovation	<ul style="list-style-type: none"> • Provides a rationale for decisions, relating them to the overall goals. • Able to work on strategic activities within the team, either across the whole or within particular areas. • Actively contributes to strategic discussions. • Understands the organisation's current and future role. • Looks for opportunities for business improvement.
Governance and Risk	<ul style="list-style-type: none"> • Ensures governance arrangements are being met. • Constructs formal reporting structures that are appropriate for successful partnerships. • Refers to key healthcare benchmarks in making recommendations. • Has a working understanding of the legal governance of engagement with public and service users. • Identifies and manages risk. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Contributes to a safe workplace.
Project and Program Management	<ul style="list-style-type: none"> • Ensures a clear project scope. • Develops effective project plans and cost schedules. • Calculates, relates and responds to variances in schedule and costs. • Ensures effective project reporting. • Effectively manages project change using appropriate change control techniques. • Able to identify major and minor tasks for projects using a broad range of complex and technical tools. • Manages relationships of internal and external resources and interfaces with other groups. • Can identify and mitigate variations, changes and conflicts. • Solves complex problems in own area even when not always clearly defined. • Resolves problems that may impact upon wider team/overall objectives.

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| | <ul style="list-style-type: none">• Able to apply a broad range of complex, technical or professional risk tools in a wide variety of projects. |
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This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.