




Indigenous Health Project Officer (IHPO)

Department:	Health Services Commissioning
Location:	Townsville or Mackay
Position type:	Full-time
Classification:	Level 7
Reports to:	First Nations Lead
Direct reports:	Nil

Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. 'We work together'	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
 Leadership	We are empowered, inspired, and will step up to create a better future. 'We are all leaders'	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
 Integrity	We hold ourselves to the highest standards of ethics and professionalism. 'We do the right thing'	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
 Accountability	We own our actions, follow through on our promises, and live our values. 'We do what we say'	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
 Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. 'We are considerate'	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





Role summary

The Northern Queensland Primary Health Network (NQPHN) Indigenous Health Project Officers (IHPOs) will be responsible for assisting in the delivery of Integrated Team Care (ITC) within the Department of Health's Integrated Team Care Program implementation guidelines.

The purpose of the IHPOs is to improve access for Aboriginal and Torres Strait Islander people to mainstream primary health services, general practices and allied health services within Aboriginal Community Controlled Health Organisations (ACCHOs) catchment areas. The IHPOs will also work closely with the Integrated Team Care Coordinators and Outreach Workers to deliver culturally competent health care services, establish stakeholder relationships and service linkages to improve health outcomes for Aboriginal and Torres Strait Islander peoples.

These IHPO positions will be working and supporting ACCHOs, mainstream services such as Hospital and Health Services, allied health, and general practice throughout rural and remote communities, with the aim of improving access to and achieving better health outcomes for Aboriginal and Torres Strait Islander peoples within the NQPHN region.

Role-specific

- Develop strong relationships with community stakeholders including ACCHOs, mainstream services, general practices and allied health services to improve access to culturally appropriate primary health care for Aboriginal and Torres Strait Islander peoples.
- Support the collaboration across all NQPHN regions to ensure the ITC program is delivered and monitored in accordance with the NQPHN local and national operational guidelines.
- Monitor relationships with service providers to ensure smooth implementation and delivery of the ITC program.
- Work collaboratively with the ACCHOs, ITC Care Coordinators and other program teams in the delivery of ITC program activities and deliverables.
- Support and liaise with health professionals and ITC Care Coordinators to increase the uptake of Aboriginal and Torres Strait Islander specific MBS items, including health assessments and follow up items
- Increase community awareness of the ITC program and understanding of the relevant primary health care measures through community and stakeholder engagements.
- Provide leadership, planning, program development and workforce support associated with the IHPO role.
- Actively participate in relevant NQPHN meetings/workshops as required and provide support in understanding the needs of Aboriginal and Torres Strait Islander peoples throughout the NQPHN region.
- Strong commitment to NQPHN values, policies, procedures, and systems.

Organisation-wide

- Committed to "One PHN" and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure "best practice" processes across all areas of responsibilities.
- Comply with the organisation's policies and procedures.
- Ensure the safety of yourself and others in line with the organisation's WHS policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

Key selection criteria

- It is essential that the person who holds this position be an Aboriginal or Torres Strait Islander person and is therefore a genuine occupational requirement under section 25, 104 and 105 of the Anti-Discrimination Act 1991 (Qld).
- Minimum Certificate IV or Diploma in health-related discipline and two-three years experience in a similar role.
- Demonstrated ability to engage with ACCHOs, Hospital and Health Services, mainstream general practice, as well as allied health services in the community.
- Good written communication skills, with demonstrated experience in agenda preparation, minute taking, and correspondence preparation.
- Demonstrated ability to maintain discretion and confidentiality with regard to sensitive information.
- Good knowledge of Microsoft Office suite and the ability to become proficient in other software programs as required.
- Well-developed organisational and problem-solving skills.
- A high level of attention to detail.

Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) Qld (if required).

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.

Core competency	Standard
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 PHN. • 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.

Core competency	Standard
	<ul style="list-style-type: none"> • 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. • Able to apply a broad range of complex, technical, or professional risk tools in a wide variety of projects.
Commissioning	<ul style="list-style-type: none"> • Apply commissioning guidelines and framework. • Develop written, well-structured commissioning that clearly sets out business requirements. • Monitor Commissioning processes to ensure they are open, transparent, and effective. • Understand and participate in the commissioning process and ensure actions are in-line with the framework.

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.