phn
NORTHERN QUEENSLAND
An Australian Government Initiative

Primary Care Engagement Officer

Department:	Health System Integration and Innovation
Location:	Mackay
Position type:	Full-time
Classification:	Level 6
Reports to:	Primary Care Engagement Manager
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.

ISO 9001 QUALITY

Role summary

The Primary Care Engagement Officer is responsible for supporting operational delivery of NQPHN commissioned programs and primary care engagement initiatives. This includes supporting the development, implementation, and evaluation of programs within primary care that build capacity and capability for positive patient outcomes. The Primary Care Engagement Officer will be informed and guided by key NQPHN documents including, but not limited to, the Stakeholder Engagement Framework and Strategic Plan.

Key responsibilities

Role-specific

- Deliver activities and interventions that provide capacity and capability enhancement to GPs and their teams as well as other primary care providers.

- Support integration across the health sector, specifically connecting the primary health and secondary care sectors, utilising current and emerging technology and systems to improve provision of services.

- Support primary care digital enablement including the utilisation of My Health Record.

- Support delivery of the NQPHN primary care clinical data program that utilises continuous quality improvement processes for practice improvement and enhanced patient outcomes.

- Support development of relationships with peak bodies and primary care providers to ensure collaboration in the development and delivery or implementation of new models of care that are implementation ready to transition into primary care practice.

- Work as part of a functioning, geographically diverse team to assist the organisation to achieve its strategic objectives.

- Undertake the administrative tasks to design and develop resource materials required for the program and ensure distribution as appropriate.

- Support internal and external quality improvement initiatives, identify issues in common, and use this to build innovative solutions.

- Support commissioning activities (as required) including contract management across the region in consultation with internal and external stakeholders.

- Represent NQPHN on relevant committees, advisory groups, and at events as they relate to the role and organisational objectives.

- Work in a financially responsible manner, providing support for the reporting and budget management activities across relevant programs.

- Provide support for reporting requirements by collecting, collating, and communicating relevant data required to meet the obligations of NQPHN.

- Identifying and report opportunities, gaps, and potential or emerging issues.

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

- Tertiary qualification in a health related or human services discipline, or a relevant certification (VET qualification) and at least two years' experience in a primary care role. (Significant frontline experience working in general practice or primary care would be desirable and equal to tertiary/VET qualification).

- Understanding of opportunities and challenges for the primary health sector in the North Queensland region.

- Understanding of the technological and digital systems that support primary care in Australia or the ability to develop these skills.

- Ability to conduct networking and stakeholder engagement of primary health sector across the NQPHN region and identify and refer stakeholder dissatisfaction to relevant senior officer.

- Experience in working as part of a multi-disciplinary and multifaceted team within a community engagement context.

- Interpersonal, communication (oral and written), and negation skills.

- Ability to prioritise and meet deadlines in a high demand work environment.

- Ability to work with diverse communities including Aboriginal and Torres Strait Islander Peoples, and Australian South Sea Islanders in our region.

- High level skills and experience in utilising the Microsoft Office Suite including Microsoft Word, Outlook, Excel, and PowerPoint.

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	- Supports others in taking independent action. - Resolves issues that occur with minimal direction. - Invites and builds upon the ideas of others.

Core Competency	Standard
	• 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	• 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	• 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	• 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	• 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.

Core Competency	Standard
Strategic thinking and innovation	- Provides a rationale for decisions, relating hem 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	- 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	- 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	- 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.