





## Practice Support and Stakeholder Program Officer – Workforce Planning and Prioritisation

Department:	Health System Integration and Innovation
Location:	Cairns
Position type:	Part time (0.8 FTE)
Classification:	Level 6
Reports to:	Executive Director Health System Integration and Innovation and Primary Care Workforce Development 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. <b>'We work together'</b>	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. <b>'We are all leaders'</b>	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. <b>'We do the right thing'</b>	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. <b>'We do what we say'</b>	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. <b>'We are considerate'</b>	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

This position will support and understand the workforce needs and training capacity of general practice and General Practitioner (GP) registrars in the Northern Queensland Primary Health Network (NQPHN) region as part of the delivery of the General Practice Workforce Planning and Prioritisation (GP WPP) Program.

The Australian General Practice Training (AGPT) Program is a postgraduate vocational training program for medical practitioners wishing to pursue a career in general practice in Australia. The AGPT Program is a three to four-year training program that offers 1,500 commencing training places each year. Selection into the AGPT Program is a competitive merit-based process.

As of 1 February 2023, program governance for the administration of the AGPT program is the responsibility of the GP colleges; the Royal Australian College of General Practitioners (RACGP) RACGP and the Australian College of Rural and Remote Medicine (ACRRM). The transition of the AGPT program to a college-led model will streamline pathways for GP registrars to deliver a general practice workforce that meets community needs. When a GP registrar has successfully completed their training under the AGPT program, they become a 'fellow' of one or both colleges and are registered as a specialist general practitioner with the Medical Board of Australia.

The GP WPP activity will deliver robust, independent, evidence-based advice to the Department of Health and Aged Care (the Department) and GP colleges to inform AGPT training placement priorities at the GP catchment level. This will support the delivery of a GP workforce to meet current and future GP workforce needs and address workforce shortages. GP WPP analysis will inform distribution targets set by the Department and will assist the GP colleges in placement decisions and training capacity planning.

## Key responsibilities

### Role-specific

- Establish and maintain productive working relationships with general practices, GPs, practice managers, and Aboriginal Community Controlled Health Organisations (ACCHOs) to inform GP WPP activities.
- Identify, establish, and maintain positive working relationships with key stakeholders in the GP WPP program within the NQPHN region and consult with local stakeholders for the purpose of understanding workforce needs and training capacity.
- Develop the workforce needs reports and training capacity reports, including evidence-based recommendations, as part of the GP WPP program for the NQPHN region. Plan and coordinate twice-yearly community consultation and surveys with general practice teams, registrars, and GPs in the region to seek feedback on local GP WPP recommendations.
- Working collaboratively with the GP advisor and liaise with existing registrars in the catchment to determine suitability of the training placements, opportunities for gaining advanced skills, and other issues that may affect trainee wellbeing.
- Attend and support network events to gather insights from local GPs and registrars.
- Liaise and collaborate with all internal team members to provide local intelligence to inform GP training needs and capacity, including all generalist scope and regional pathway opportunities.

- Represent the organisation on relevant committees, advisory groups, and at events on a local, state-wide, and national level as they relate to the role and organisational objectives.
- Stay informed on the details and requirements of the AGPT program and other GP training pathways.
- Other duties as directed by the manager.

### General

- Regularly attend team and staff meetings.
- Contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, implementing all policies and procedures correctly and recommending quality improvements.
- Communicate effectively and respectfully with all members of the organisation and external stakeholders.
- Record all interactions and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date, and accessible by other team members.
- Comply with reporting requirements as directed by your manager.
- Deal with sensitive information in a confidential and professional manner.
- Complete other reasonable duties and projects as required to meet organisational objectives.

### 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 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 or relevant experience in health, business, communications, or a related field.
- Proven track record in customer service and stakeholder engagement, including the ability to build relationships, foster networks, and support partnerships with internal and external stakeholders including general practitioners, practice managers, Hospital and Health Services, and Aboriginal Community Controlled Health Organisations (ACCHOs).
- Strong interpersonal skills with the ability to build and maintain productive relationships and foster networks and linkages.
- Strong understanding of the health system including Primary Health Networks (PHNs) and their purpose.

- Experience in facilitation and/or delivery of training and information to individuals and/or small groups.
- Attention to detail and advanced written and verbal communication skills with experience in producing plans and reports.
- Demonstrated strong organisational and project management skills with an ability to manage competing timelines and prioritise deliverables.
- Well-developed analytical and problem-solving skills including interpretation of relevant data reports and the ability to undertake analysis of stakeholder feedback.
- Ability to work independently and effectively within a diverse team and collaborate with other internal portfolios.
- Relevant and current knowledge of requirements of AGPT, RACGP Vocational Training Standards, ACRRM Training Standards for Supervisors and Training Posts, National Terms and Conditions for the Employment of Registrars (NTCER) (highly desirable).

## 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) Queensland (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"> <li>• Supports others in taking independent action.</li> <li>• Resolves issues that occur with minimal direction.</li> <li>• Invites and builds upon the ideas of others.</li> <li>• Assumes additional responsibilities to facilitate the achievement of team goals.</li> <li>• Actively shares knowledge among peers or offers advice to less experienced colleagues.</li> <li>• Effectively transfers acquired knowledge and expertise.</li> <li>• Demonstrates initiative in professional self-development.</li> </ul>
Resource management	<ul style="list-style-type: none"> <li>• Manages the allocation of resources in relation to business needs.</li> <li>• Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time.</li> <li>• Provides advice on procedures and the use of resources.</li> </ul>

Core competency	Standard
Flexibility and continuous improvement	<ul style="list-style-type: none"> <li>• Anticipates having to adapt work methods to changing technology and environments.</li> <li>• Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others.</li> <li>• Adapts to new ideas and initiatives relevant to own area of work.</li> <li>• Understands and promotes the Organisation's business needs and policies for introducing change.</li> <li>• Is able to present the Organisation's priorities as they relate to own area of work.</li> <li>• Explains and convinces others of the need for adaptation and change of policies, structures, and methods.</li> </ul>
Stakeholder engagement and communications	<ul style="list-style-type: none"> <li>• Writes information coming from multiple sources in a logical and comprehensive, yet concise manner.</li> <li>• Combines information from various sources in a concise and consistent manner.</li> <li>• Makes sound use of graphics and tables to effectively present numerical data.</li> <li>• 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.</li> <li>• Identifies current or past contacts that can provide work-related information or assistance.</li> <li>• Fosters two-way trust in dealing with contacts (e.g. maintains confidentiality regarding sensitive information).</li> </ul>
Quality management	<ul style="list-style-type: none"> <li>• Gains an understanding of quality management systems, so effective feedback on limitations can be provided.</li> <li>• Utilises quality management systems provided by the PHN.</li> <li>• Provides feedback to line managers on utility of quality management systems.</li> </ul>
Strategic thinking and innovation	<ul style="list-style-type: none"> <li>• Provides a rationale for decisions, relating them to the overall goals.</li> <li>• Able to work on strategic activities within the team, either across the whole or within particular areas.</li> <li>• Actively contributes to strategic discussions.</li> <li>• Understands the Organisation's current and future role.</li> <li>• Looks for opportunities for business improvement.</li> </ul>
Governance and risk	<ul style="list-style-type: none"> <li>• Ensures governance arrangements are being met.</li> </ul>

Core competency	Standard
	<ul style="list-style-type: none"> <li>• Constructs formal reporting structures that are appropriate for successful partnerships.</li> <li>• Refers to key healthcare benchmarks in making recommendations.</li> <li>• Has a working understanding of the legal governance of engagement with public and service users.</li> <li>• Identifies and manages risk.</li> <li>• Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety.</li> <li>• Contributes to a safe workplace.</li> </ul>
Project and program management	<ul style="list-style-type: none"> <li>• Ensures a clear project scope.</li> <li>• Develops effective project plans and cost schedules.</li> <li>• Calculates, relates, and responds to variances in schedules and costs.</li> <li>• Ensures effective project reporting.</li> <li>• Effectively manages project change using appropriate change control techniques.</li> <li>• Able to identify major and minor tasks for projects using a broad range of complex and technical tools.</li> <li>• Manages relationships of internal and external resources and interfaces with other groups.</li> <li>• Can identify and mitigate variations, changes, and conflicts.</li> <li>• Solves complex problems in own area even when not always clearly defined.</li> <li>• Resolves problems that may impact upon wider team/overall objectives.</li> <li>• Able to apply a broad range of complex, technical, or professional risk tools in a wide variety of projects.</li> </ul>
Commissioning	<ul style="list-style-type: none"> <li>• Applies Commissioning guidelines and Framework.</li> <li>• Develops written, well-structured Commissioning that clearly sets out business requirements.</li> <li>• Monitors Commissioning processes to ensure they are open, transparent, and effective.</li> <li>• Understands and participates in the Commissioning process and ensures actions are in line with the Framework.</li> </ul>

*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.*

