

Senior Business Process Improvements Lead (six-month contract)

Cairns, Townsville, Mackay, or remotely

About us

Northern Queensland Primary Health Network (NQPHN) is one of 31 regionalised and independent PHNs established nationally by the Commonwealth Department of Health to provide local communities with better access to improved primary healthcare services.

The NQPHN region extends from Moranbah in the south, up to the Torres Strait in the north, and west to Croydon and Kowanyama.

NQPHN aims to improve health outcomes for all residents by supporting, investing in, and working collaboratively with local Hospital and Health Services, the primary healthcare sector, local government areas (LGAs), other health organisations, and the wider community.

Find out more about NQPHN at www.nqphn.com.au

The role

NQPHN wishes to undertake a project to review and improve existing processes that will deliver improved process efficiency and role clarity.

There are several specific areas of focus including financial processes, commissioning processes, and clinical governance processes as well as scope for additional business processes based on the outcomes of discovery workshops.

As the areas of focus impact across the majority of NQPHN business functions, project management support is required to ensure that project timeframes and deliverables are defined, tracked, and achieved.

The Senior Business Process Improvements Lead is a dual-purpose role responsible for supporting NQPHN to:

- project manage the process reviews and embedding of the Commissioning Framework including monitoring and reporting progress to the Steering Committee and Executive Leadership Team
- lead NQPHN operational team members in the advancement of business processes to deliver measurable efficiency gains and ensure that the objectives of operational efficiency, clearly documented roles and responsibilities and defined systems requirements are met.

This role will require travel to NQPHN's three office locations.



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.





Key responsibilities

The project aspects of the role include the following key responsibilities:

- defining project objectives, project scope, roles, and responsibilities
- defining resource requirements and managing resource availability and allocation – both internal and third party
- preparing a detailed project plan to schedule key project milestones, workstreams, and activities
- managing delivery of the project according to the project plan
- tracking the project and providing regular reports on project status to the Steering Committee and Executive Leadership Team
- managing and adjusting for any changes in project scope and/or schedule
- identifying and mitigating potential risks
- managing the relationship and communication with all stakeholders, ensuring the project is delivered to their satisfaction.

The business improvements aspects of the role include the following key responsibilities:

- gathering, validating, and documenting business requirements
- modelling business processes and identifying opportunities for process improvements
- identifying the issues, risks, and benefits of existing and proposed solutions and outlining business impacts
- improving the capability of the business in process improvement disciplines and tools (such as Lean, Six Sigma)
- creating business process documentation including policies, procedures, tools, and templates (as required)
- estimating costs and identifying business savings
- implementing and testing proposed process changes
- supporting business transition and helping to establish change
- defining and documenting system requirements for potential future investments.

If you are looking for the opportunity to be part of a passionate and driven team and contribute to achieving our mission of 'Northern Queenslanders live happier, healthier, longer lives,' we'd love to hear from you.

NQPHN aims to be an employer of choice for Indigenous Australians, and we encourage Aboriginal and/or Torres Strait Islander people to apply for this role.

For further information on this position and to view the position description, please visit our website: bit.ly/nqphn-vacancies



Your application should include:

- cover letter
- response to the key selection criteria (no more than two pages)
- your resume.

To submit an application for this position, please send your application to recruitment@nqphn.com.au

Please note, this is a six-month contract and can be based at one of NQPHN's three office locations (Cairns, Mackay, or Townsville) or remotely.

Applications close Monday 26 September 2022 at 5pm.