

Senior Service Planning and Design Officer – Older Persons Health and Palliative Care

Cairns, Townsville, or Mackay

About us

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

The NQPHN region extends from St Lawrence in the south coast, 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

The Senior Service Planning and Design Officer has responsibility for ensuring commissioned health services are tailored, comprehensive, and applicable to the needs of its users by planning and designing programs and projects that are effective and in alignment with Northern Queensland Primary Health Network's (NQPHN's) Strategic Objectives.

This includes:

- Providing operational support across the Commissioning portfolios to ensure planning and design initiatives are effective and achieve key strategy and operational outcomes.
- Working in collaboration with other NQPHN functions to best inform Commissioning planning and the design of health services.


Some key responsibilities will include, but not limited to:

- Adopting a holistic approach to service planning and designing by using the Department of Health and Aged Care Commissioning Cycle to guide delivery of health services.
- Providing best practice expertise for planning and service design in a Commissioning environment, with consideration for:
 - PHN objectives, needs assessment, and national priorities
 - leadership, governance, and organisational capacity
 - engagement and consultation, autonomy, and responsibility



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.




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- priority setting and decision making
 - decommissioning and direct service delivery
 - performance measurement.
- Working collaboratively with internal engagement teams to identify health intel and data that identifies priorities that can be utilised to improve commissioning and service planning activities.
 - Where relevant, supporting and liaising with health professionals, the community, and other relevant stakeholders as required to inform service planning and design.
 - Supporting the development of resource materials required for effective service planning and design and ensure distribution as appropriate.
 - Undertaking administrative tasks such as production and distribution of correspondence, reports, and/or presentations relating to service planning and design.
 - Supporting the team in ensuring the agreed performance outcomes for the programs across all commissioning portfolios are delivered, monitored, and reported in line with recommended frameworks and guidelines.
 - Supporting and collaborating within the team to ensure an integrated approach to commissioning.

The successful applicant will possess:

- Relevant tertiary qualification and three years' experience in the planning and design of health programs or similar.
- Demonstrated understanding of health commissioning processes, health service design, and delivery in a community environment.
- Demonstrated ability to provide comprehensive support to the development and implementation of program operations.
- Demonstrated ability to develop rapport and build relationships with internal and external stakeholders.
- Demonstrated ability to prioritise and meet deadlines in a high demand work environment.
- Highly developed interpersonal, communication, influencing, partnering, negotiation, and conflict resolution skills, particularly in relation to community and stakeholder engagement within the health sector.
- Demonstrated skills in dealing with confidential and sensitive information in a professional manner.
- Self-sufficiency in the use of information technology – Microsoft Office Suite (e.g., Word, Excel, PowerPoint).

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 and 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

Applications close Friday 18 November 2022 at 5pm.