

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

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### 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 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](http://www.nqphn.com.au)

#### The role

The Senior Service Planning and Design Officer – Older Persons Health and Palliative Care 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 NQPHN's Strategic Objectives. The role will focus particularly on developing programs that support senior Australians to live well at home for as long as possible through commissioning early intervention activities and models of care for chronic disease management which support healthy ageing and reduce pressure on local health services. The role also involves increasing awareness, facilitating, and coordinating access to services promoting the provision of safe, quality palliative and End-of-Life care at home.

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 design of health services.

Some key responsibilities will include:

- adopting a holistic approach to service planning and designing by using the Department of Health 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



*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.*



- leadership, governance, and organisational capacity
- engagement and consultation, autonomy, and responsibility
- 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.

#### The successful candidate

- Possess a relevant tertiary qualification and three years' experience in the planning and design of health programs or similar.
- Demonstrates understanding of health commissioning processes, health service design, and delivery in a community environment.
- Demonstrates ability to provide comprehensive support to the development and implementation of program operations.
- Demonstrates ability to develop rapport and build relationships with internal and external stakeholders.
- Demonstrates ability to prioritise and meet deadlines in a high demand work environment.
- Possess highly developed interpersonal, communication, influencing, partnering, negotiation, and conflict resolution skills, particularly in relation to community and stakeholder engagement within the health sector.
- Demonstrates skills in dealing with confidential and sensitive information in a professional manner.
- Is self-sufficient in the use of Information Technology – Microsoft 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](https://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](mailto:recruitment@nqphn.com.au)

Applications close Monday 14 March 2022 at 5pm.