






# Position description

## Practice Support and Stakeholder Specialist – Workforce Planning and Prioritisation

Department:	Health System Integration and Innovation
Location:	Townsville
Position type:	Part-time – 0.5FTE
Classification:	Level 8
Reports to:	Executive Director Health System Integration and Innovation and Workforce Development Manager
Direct reports:	Nil

### Our values

	Values statements	Core commitments
 Collaboration	<p>We connect co-operatively across boundaries to share ideas and achieve our goals together.</p> <p><b>'We work together'</b></p>	<p>I will work co-operatively across teams to achieve outcomes.</p> <p>I will connect with others to build trusting relationships.</p> <p>I will share ideas, knowledge, and resources.</p>
 Leadership	<p>We are empowered, inspired, and will step up to create a better future.</p> <p><b>'We are all leaders'</b></p>	<p>I will role-model positive behaviours.</p> <p>I will create opportunities to have a positive impact.</p> <p>I will take responsibility for contributing to NQPHN's culture and success.</p>
 Integrity	<p>We hold ourselves to the highest standards of ethics and professionalism.</p> <p><b>'We do the right thing'</b></p>	<p>I will be consistently ethical and trustworthy.</p> <p>I will display high levels of professionalism at all times.</p> <p>I will represent NQPHN with pride.</p>
 Accountability	<p>We own our actions, follow through on our promises, and live our values.</p> <p><b>'We do what we say'</b></p>	<p>I will follow through on my commitments.</p> <p>I will take ownership of my work and performance.</p> <p>I will be transparent and forthcoming with information.</p>
 Respect	<p>We hear, acknowledge, and value all people and voices, finding unity in our diversity.</p> <p><b>'We are considerate'</b></p>	<p>I will actively seek out and value different perspectives.</p> <p>I will treat all people with appreciation, dignity, and courtesy.</p> <p>I will be culturally informed and sensitive.</p>



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 coordinate the support and understanding of the workforce needs and training capacity of General Practice and GP Registrars in the Northern Queensland Primary Health Network (NQPHN) region as part of the delivery of the GP Workforce Planning and Prioritisation (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.

From 1 February 2023, program governance for the administration of the AGPT program is the responsibility of the GP colleges (RACGP and 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 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 and GP colleges to inform AGPT training placement priorities at the general practice catchment (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 WPP activities.
- Identify, establish, and maintain positive working relationships with key stakeholders in the GP WPP program within the NQPHN region 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 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 WPP recommendations.
- Working collaboratively with the GP Advisor, 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 GP 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 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, abiding by the organisation's Code of Conduct and Leadership Capability Framework, 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 in the CRM 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.

### 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 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	Skilled
Teamwork and team leadership	<ul style="list-style-type: none"> <li>• Assumes accountability for work delegated to others (peers, team members, experts, etc.).</li> <li>• Works with teams with complementary skills/expertise.</li> <li>• Encourages people with opposing viewpoints to express their concerns.</li> <li>• Resolves conflict among team members sensitively and fairly.</li> <li>• Helps others learn from experience and development initiatives. Recommends readings, trainings, and other resources.</li> <li>• Continually acquires and applies new knowledge and learning to improve job performance.</li> <li>• Provides constructive feedback to others.</li> </ul>
Resource management	<ul style="list-style-type: none"> <li>• Allocates and controls resources within own area of responsibility/ scope of assignment.</li> <li>• Identifies needs for resources to effectively support current initiatives, services, and offerings.</li> <li>• Manages assignments' delivery processes and deadlines.</li> </ul>

Core competency	Skilled
Flexibility and continuous improvement	<ul style="list-style-type: none"> <li>• Seeks best practices inside and outside the Organisation to anticipate change.</li> <li>• Stays open-minded and encourages others to bring new perspectives.</li> <li>• Stays aware of the Organisational objectives and monitors current developments and trends that may affect implementation of organisational direction, programmes, or plans.</li> <li>• Helps others understand the strategic goals of the Organisation and how their work relates to these.</li> </ul>
Stakeholder engagement and communications	<ul style="list-style-type: none"> <li>• Writes on complex and highly specialised issues.</li> <li>• Conveys critical nuances and qualifiers to facilitate complete understanding of the material.</li> <li>• Evaluates current networks for effectiveness and relevance to achieving strategic objectives within own area.</li> <li>• Identifies and creates opportunities to initiate new connections that will facilitate the achievement of strategic goals within own area.</li> </ul>
Quality management	<ul style="list-style-type: none"> <li>• Understands quality managements systems, and their impact on organisational governance, as well as basic tenets of ISO90000.</li> <li>• Assists in the evaluation and monitoring of quality management systems.</li> <li>• Ensures staff are utilising quality management systems.</li> <li>• Collates and provides feedback to senior management on utility of quality management systems.</li> </ul>
Strategic thinking and innovation	<ul style="list-style-type: none"> <li>• Clearly communicates and operationalises the strategic vision.</li> <li>• Able to engage with the Organisation as a whole and influence strategic decisions.</li> <li>• Leads team's strategic thinking.</li> <li>• Takes a long-term, evidence-based approach to decision making, and considers all consequences before acting.</li> <li>• Encourages creativity and innovation through continuous improvement.</li> <li>• Inspires others to contribute to strategic goals.</li> </ul>
Governance and risk	<ul style="list-style-type: none"> <li>• Communicates governance requirements clearly to ensure compliance.</li> <li>• Seeks and applies benchmarking/best practices to improvement strategy development or application.</li> <li>• Has a comprehensive understanding of the legal governance surrounding the engagement with public and service users and operates effectively within such parameters.</li> <li>• Models risk management.</li> </ul>

Core competency	Skilled
	<ul style="list-style-type: none"> <li>• Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety.</li> <li>• Ensures a safe workplace.</li> </ul>
Project and program management	<ul style="list-style-type: none"> <li>• Develops effective project plans and cost schedules.</li> <li>• Applies effective project controls to deliver complex projects or get project back on track.</li> <li>• Ensures full visibility of project's financial performance.</li> <li>• Applies best practice program management experience.</li> <li>• Provides expert advice and facilitation on program tracking/reporting/assurance/quality control, information management, financial accounting, risk/issue tracking, change control, and knowledge management/learning structured in ways that best meet program objectives.</li> <li>• Ensures appropriate program management information exchange occurs.</li> <li>• Takes responsibility for the work of others and allocation of resources.</li> <li>• Provides complete planning service utilising other resources.</li> <li>• Develops project strategies and optimises project execution within constraints of time and money.</li> <li>• Able to handle multiple projects with substantial personal autonomy.</li> </ul>
Commissioning	<ul style="list-style-type: none"> <li>• Ensures PHN activities and policy in relation to activities are in line with the Commissioning Framework.</li> <li>• Has responsibility for monitoring procurement and contract activities to align with the Commissioning Framework.</li> <li>• Promotes the principles of the Commissioning Framework.</li> <li>• Implements effective Commissioning activities to monitor provider supplier, and contractor performance against the Commissioning Framework, including deliverables and outcomes.</li> <li>• Represent the Organisation in the resolution of complex/sensitive disputes with providers, suppliers, and contractors.</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.*