





## Project Officer – GP Workforce Planning and Prioritisation

Department:	Primary Care Workforce Development
Location:	Cairns, Townsville, or Mackay
Position type:	Full time
Classification:	Level 6
Reports to:	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) 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 that meets current and future GP workforce needs and addresses 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

### GP Workforce Planning and Prioritisation Project

- 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 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 WPP Program for the NQPHN region and plan and coordinate twice-yearly community consultation and surveys with general practice teams, GP registrars and GPs in North Queensland to seek feedback on local WPP recommendations.
- Work collaboratively with the GP Advisor and liaise with existing registrars in the catchment to determine the suitability of 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 GP registrars.
- Liaise and collaborate with all internal team members to provide local intelligence that informs 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.

### Additional supports

- Provide support and assistance with the planning, implementation, monitoring, and evaluation of other projects as required.
- Provide secretarial support to projects such as scheduling meetings, developing agendas, taking minutes, and managing and maintaining registers for actions, risks, and learnings.
- Contribute to the development of project tools and documents such as project plans, progress reports, survey tools, communication plans, communications, presentations, and evaluation documents.
- Work collaboratively and effectively with project working group members and other relevant stakeholders.
- Support collaboration and communication across all NQPHN teams.
- Support the team to deliver projects on time and to achieve the agreed performance targets and outcomes.

### 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

- Experience in supporting the development, implementation, and evaluation of projects and programs.
- Completion of, or willingness to complete, training in project management and stakeholder engagement.
- Demonstrated ability to develop rapport and build relationships with internal and external stakeholders.
- Demonstrated interpersonal, communication (verbal and written), and negotiation skills.
- Demonstrated ability to provide a high level of secretarial support to working groups and/or committees.

- Demonstrated skills in time management and prioritisation; ability to meet deadlines in a high demand work environment.
- Demonstrated skills in dealing with confidential and sensitive information in a professional manner.
- High-level skills and experience in utilising the Microsoft Suite including Microsoft Word, Outlook, Excel, PowerPoint, Teams, and SharePoint.

## 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) Qld (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>
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> </ul>

Core competency	Standard
	<ul style="list-style-type: none"> <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 where 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> <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> </ul>

Core competency	Standard
	<ul style="list-style-type: none"> <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.*