

Senior Service Planning and Design Officer – Urgent Care Clinics

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 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 – Urgent Care Clinics has responsibility for ensuring commissioned health services are tailored, comprehensive, and applicable to the needs of service users by planning and designing programs and projects that are effective and in alignment with NQPHN's strategic objectives.

This includes:

- Providing operational support across the Health Priorities commissioning portfolio 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.
- Supporting the procurement and establishment of the Townsville and Cairns Urgent Care Clinics.


The successful candidate will be able to demonstrate that they will:

- Adopt a holistic approach to service planning and design by using the Department of Health and Aged Care and NQPHN Commissioning Cycle to guide delivery of health services.
- Lead, in collaboration with the broader team and manager, planning and design projects through all phases, including needs assessment, funding submissions and advocacy,



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.






codesign and model development, procurement, implementation and ongoing monitoring and improvement.

- Provide 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
 - priority setting and decision making
 - decommissioning and direct service delivery
 - performance measurement.
- Work 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.
- Engage key stakeholders to inform planning and design of services, including but not limited to the broader community, those with lived and living experience, service providers, primary care clinicians, and other government organisations.
- Support the development of resource materials required for effective service planning and design and ensure distribution as appropriate.
- Undertake administrative tasks such as production and distribution of correspondence, reports, and/or presentations relating to service planning and design.
- Support 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.
- Support and collaborate within the team to ensure an integrated approach to commissioning.

Key selection criteria

- A relevant health tertiary qualification (nursing or allied health will be viewed favourably) and three years' experience in the planning and design of health programs or similar.
- Demonstrated understanding of health commissioning processes, health service design, development of models of care, and health service delivery in a primary care environment.
- Demonstrated ability to lead and coordinate complex projects to deliver the development and implementation of programs or services, with a comprehensive knowledge of project management.
- Demonstrated ability to prioritise and meet deadlines in a high demand work environment.
- Highly developed interpersonal, communication, influencing, partnering, negotiation, and conflict resolution skills, with both internal and external stakeholders, 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.

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- Self-sufficient in the use of information technology – Microsoft Office suite including but not limited to Word, Excel, and 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 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 (not exceeding two pages).
- 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 Tuesday 26 September 2023 at 5pm.