





Senior Service Planning and Design Officer – Urgent Care Clinics

Department:	Health Services Commissioning
Location:	Townsville, Mackay, or Cairns
Position type:	Full-time
Classification:	Level 7
Reports to:	Service Planning and Design Manager – Health Priorities
Direct reports:	Nil

Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. 'We work together'	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. 'We are all leaders'	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. 'We do the right thing'	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. 'We do what we say'	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. 'We are considerate'	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

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.

Key responsibilities

Role-specific

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, 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.

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- 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.

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

- 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.
- Self-sufficient in the use of information technology – Microsoft Office suite including but not limited to Word, Excel, and PowerPoint.

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"> • Supports others in taking independent action. • Resolves issues that occur with minimal direction. • Invites and builds upon the ideas of others. • Assumes additional responsibilities to facilitate the achievement of team goals. • Actively shares knowledge among peers or offers advice to less experienced colleagues. • Effectively transfers acquired knowledge and expertise. • Demonstrates initiative in professional self-development.
Resource management	<ul style="list-style-type: none"> • Manages the allocation of resources in relation to business needs. • Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time. • Provides advice on procedures and the use of resources.
Flexibility and continuous improvement	<ul style="list-style-type: none"> • Anticipates having to adapt work methods to changing technology and environments. • Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others. • Adapts to new ideas and initiatives relevant to own area of work. • Understands and promotes the Organisation's business needs and policies for introducing change. • Is able to present the Organisation's priorities as they relate to own area of work. • Explains and convinces others of the need for adaptation and change of policies, structures, and methods.
Stakeholder engagement and communications	<ul style="list-style-type: none"> • Writes information coming from multiple sources in a logical and comprehensive, yet concise manner. • Combines information from various sources in a concise and consistent manner. • Makes sound use of graphics and tables to effectively present numerical data. • 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.

Core competency	Standard
	<ul style="list-style-type: none"> • Identifies current or past contacts that can provide work-related information or assistance. • Fosters two-way trust in dealing with contacts (e.g., maintains confidentiality regarding sensitive information).
Quality management	<ul style="list-style-type: none"> • Gain an understanding of quality management systems, so effective feedback on limitations can be provided. • Utilises quality management systems where provided by the PHN. • Provides feedback to line managers on utility of quality management systems.
Strategic thinking and innovation	<ul style="list-style-type: none"> • Provides a rationale for decisions, relating them to the overall goals. • Able to work on strategic activities within the team, either across the whole or within particular areas. • Actively contributes to strategic discussions. • Understands the Organisation's current and future role. • Looks for opportunities for business improvement.
Governance and risk	<ul style="list-style-type: none"> • Ensures governance arrangements are being met. • Constructs formal reporting structures that are appropriate for successful partnerships. • Refers to key healthcare benchmarks in making recommendations. • Has a working understanding of the legal governance of engagement with public and service users. • Identifies and manages risk. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Contributes to a safe workplace.
Project and program management	<ul style="list-style-type: none"> • Ensures a clear project scope. • Develops effective project plans and cost schedules. • Calculates, relates, and responds to variances in schedule and costs. • Ensures effective project reporting. • Effectively manages project change using appropriate change control techniques. • Able to identify major and minor tasks for projects using a broad range of complex and technical tools. • Manages relationships of internal and external resources and interfaces with other groups.

Core competency	Standard
	<ul style="list-style-type: none"> • Can identify and mitigate variations, changes, and conflicts. • Solves complex problems in own area even when not always clearly defined. • Resolves problems that may impact upon wider team/overall objectives. • Able to apply a broad range of complex, technical, or professional risk tools in a wide variety of projects.
Commissioning	<ul style="list-style-type: none"> • Applies commissioning guidelines and framework. • Develops written, well-structured commissioning that clearly sets out business requirements. • Monitors commissioning processes to ensure they are open, transparent, and effective. • Understands and participates in the commissioning process and ensures actions are in line with the framework.

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.