

Primary Sense Transition Manager

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 and Aged Care 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

You will be responsible for project management to support the internal and external readiness, transition, implementation, and adoption of the Primary Sense™ population health management software for general practice within the NQPHN region.

This will be a rewarding role for someone who is passionate about supporting quality improvement in general practice to improve patient care.

- Establish and maintain project governance to support the deliverables of the project.
- Coordinate and lead the management of the project to deliver desired outcomes within resourcing, timelines, and budget parameters.
- Align the project to actively support primary health transformation within the scope of health management software.
- Identify barriers and enablers to change management and adoption of new technology and systems in primary care and implement evidence-based approaches.
- Monitor and report on project progress to key internal and external stakeholders on overall project performance.
- Identify and provide timely authoritative quality advice on issues affecting the project, including management of dependencies and constraints.
- Establish strong linkages with key internal and external stakeholders to inform activities.
- Establish a transition strategy for business as usual (BAU) support with the Primary Care Engagement Team at the conclusion of the project.



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.




- Support the system change/redesign of programs and projects needed internally within NQPHN to successfully implement the Primary Sense Transition Project.
- Provide authoritative advice and prepare and present detailed reports and briefs.
- Actively identify emerging pressures, issues, risks, and initiate management strategies to address them.
- Work with both the Communications and Marketing Team and the Primary Care Engagement Team to develop a communications plan and compelling value proposition.
- Utilise Microsoft (MS) case management to manage support for tier one customer enquiries.
- Develop knowledge base articles and other resources as required.

Key selection criteria

- Relevant qualification/s in the project management discipline and formal tertiary qualifications in business, health, information management, or a related field.
- A minimum of five years' experience successfully developing and implementing complex system implementation projects and programs to affect systems change to deliver results within timeframes and budgets.
- Proven ability to influence, negotiate, and engage positively with internal and external stakeholders to achieve project delivery and outcomes.
- Detail-oriented analysis skills, problem solving, and strong organisational skills including ability to effectively prioritise workload and competing priorities.
- High level communication skills including written skills, consultation and negotiation, and interpersonal skills, with a demonstrated ability to problem solve and use initiative and judgement.
- Ability to work independently and as part of a team.
- Experience using MS Dynamics and MS PowerBI.
- Intermediate to advanced skills in the MS Office Suite, including Word, Outlook, Excel, and PowerPoint.
- Experience managing information and communications technology (ICT) health implementation projects, ideally in a community or not for profit setting (desirable).
- Experience in delivering related change management activities (desirable).
- Understanding and experience in the health care sector, including primary health care (desirable).

Benefits

- Ongoing training and development opportunities on offer.
- Annual leave loading of 17.5%.
- Flexible work arrangements.
- Employee Assistance Program (this is also available for immediate family members).
- Generous salary sacrifice benefits.



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 First Nations peoples 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

This is a part time role (0.5 FTE) 12-month contract.

Your application should include:

- cover letter including 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 Monday 28 August 2023 at 5pm.