






Senior Primary Care Engagement Officer

Department:	Health System Integration and Innovation
Location:	Cairns
Position type:	Full time
Classification:	Level 7
Reports to:	Primary Care Engagement 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. '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 Primary Care Engagement Officer is responsible for driving operational delivery of Northern Queensland Primary Health Network (NQPHN) commissioned programs and primary care engagement. This includes the development, implementation, and evaluation of programs within primary care, through a project management approach. The Senior Primary Care Engagement Officer will be informed and guided by key NQPHN documents including, but not limited to, the Stakeholder Engagement Framework and Strategic Plan.

Key responsibilities

Role-specific

- Work as part of a functioning, geographically diverse team to assist the organisation to achieve its strategic objectives.
- Coordinate commissioning activities, including contract management, across the region in consultation with internal and external stakeholders.
- Coordinate the design and development of programs and resource materials required for the program and ensure distribution as appropriate.
- Coordinate the development of an integrated primary health sector that leverages current and emerging technologies and systems to improve the provision of services.
- Coordinate the delivery of the primary care clinical data program that utilised continuous quality improvement methodology and processes for practice improvement and enhanced patient outcomes.
- Maintain and build relationships with peak bodies to ensure collaboration in the delivery of new models of care that are implementation ready to transition into primary care practice.
- Support internal and external quality improvement initiatives, identify issues in common, and use this to build innovative solutions.
- Represent NQPHN on relevant committees, advisory groups, and at events as they relate to the role and organisational objectives.
- Work in a financially responsible manner, supporting the reporting and budget management activities across all programs.
- Support reporting requirements by collecting, collating, and communicating relevant data required to meet the obligations of NQPHN.
- Develop strong relationships with stakeholders in order to achieve program activity delivery milestones.
- Identifying opportunities, gaps, and potential or emerging issues.

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

- Degree qualifications in a health-related discipline and three years’ experience in a similar role or a Vocational Education and Training (VET) qualification and five years’ primary care practice experience.
- Demonstrated understanding of opportunities and challenges for the primary health sector in the North Queensland region.
- Understanding of the technological and digital systems that support primary care in Australia.
- Experience in and/or knowledge of the application of primary care data to drive continuous quality improvement and patient population management.
- Significant knowledge to conduct cohesive networking and stakeholder engagement of primary health sector across the NQPHN region.
- Demonstrated experience in working as part of a multi-disciplinary and multifaceted team within a community engagement context.
- Understanding of health commissioning processes, health service design, and delivery in a community environment.
- Demonstrated ability to prioritise and meet deadlines in a high demand work environment.
- Demonstrated interpersonal, communication (oral and written), engagement, and negotiation skills.
- Demonstrated ability to work with diverse communities including Aboriginal and/or Torres Strait Islanders, and Australian South Sea Islanders in our region.
- High level skills and experience in utilising the Microsoft Office Suite including Microsoft Word, Outlook, 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.

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

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

