

Position description

Position	Digital Health Support Officer		
Purpose	To drive the uptake, installation, training, and onsite support for the installation of GP Smart Referral in general practice across the Brisbane North region		
Approval date	22 December 2021	Approved by	Michelle Bruckner

Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council and parts of Somerset Regional Council. It covers approximately 4,100 km² of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- Be informed and led by community voice
- Re-orient the health system toward care close to home
- Build capacity of providers to meet health needs of our region.

The PHN's values:

- Collaboration: We build strong and enduring relationships to achieve our shared goals
- Diversity: We are inclusive, fair and responsive to different needs
- Integrity: We are transparent, respectful and work to the highest standards
- Courage: We lead new approaches, learn and improve
- Impact: We deliver outcomes for our community.

Key outcome areas

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed twice a year formally and on an ongoing basis informally with team members and managers.



www.brisbanenorthphn.org.au

Level 1, Market Central
120 Chalk Street, Lutwyche QLD 4030
PO Box 845 Lutwyche QLD 4030
t 07 3630 7300 f 07 3630 7333

Level 2, 10 Endeavour Boulevard
North Lakes QLD 4509
PO Box 929 North Lakes QLD 4509
t 07 3490 3490 f 07 3630 7333

Role-specific

- work as part of a dedicated team and in partnership with Metro North HHS to coordinate the onsite installation of smart electronic referral tools and software in general practice facilities across the Brisbane north region
- participate in planning, assessment and site readiness activities
- train relevant general practice staff in the operation of smart electronic referral tools
- troubleshoot issues and liaise with technical support expertise when required
- provide follow-up support to key practice stakeholders post-installation when required
- facilitate the transfer of knowledge to promote the uptake of new processes within general practice
- achieve set targets and maintain data collection as per project requirements.

General

- regularly attend team and staff meetings
- contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements
- communicate effectively and respectfully with all members of the organisation and external stakeholders
- record all interactions in ChilliDB and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- comply with reporting requirements as directed by your manager
- deal with sensitive information in a confidential and professional manner
- complete other reasonable duties and projects as required to meet organisational objectives

Reporting relationships

Relationships

Reports to: Manager | Integrated Care

Direct reports: None

Level of delegation

(Per Delegation Matrix – CEO to staff)

Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

Qualifications and experience

- knowledge of the primary care environment and health care delivery, ideally within the Brisbane North area
- exceptional interpersonal skills and an ability to communicate with a range of stakeholders.
- advanced skills in change management and building strong client relationships
- driving the uptake and use of digital health platforms within primary care
- experience in designing and delivering targeted education including ongoing training and support for clinicians and practice staff
- knowledge of and experience in medical practice management and desktop software Medical Director and Best Practice

- experience in installing software in a Microsoft environment
- experience in delivering project outcomes
- attention to detail and ability to plan, document and achieve set goal and targets.
- ability to work within a team

Capabilities

The Brisbane North PHN Leadership Capability Framework applies to all roles within the organisation. Applicants must address these capabilities.

- leads self – self-aware, proactive and adaptable; takes personal development opportunities and is resilient
- engages others at all levels with respect, collaboration and cultural sensitivity
- achieves outcomes in a high demand work environment with judgment and initiative
- drives innovation - contributes to our culture of continuous quality improvement
- shapes systems - works productively within internal and external systems and networks
- bases decisions on available evidence.

Other

A current driver's licence is desirable and use of a personal vehicle may be required, including travel between the PHN offices. Work-related mileage will be reimbursed at relevant rates.

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)