

Position description

Position	Engagement Officer (Support Coordination) Primary Care		
Purpose	To provide high quality general support coordination to the primary care sector (especially general practices) in the North Brisbane and Moreton Bay region		
Approval date	29 September 2021	Approved by	Sharon Sweeney

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 once a year formally and on an ongoing basis informally with team members and managers.

Role-specific

- act as the first point of contact and provide excellent customer service for primary care support enquiries, responding to phone, web-based and/or email requests from stakeholders

www.brisbanenorthphn.org.au

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PO Box 929 North Lakes QLD 4509
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- acquire and maintain an excellent working knowledge of key information across the primary care sector (including but not limited to Brisbane North PHN programs, digital health, MBS, State and Commonwealth initiatives, COVID-19 and accreditation)
- provide appropriate up-to-date and accurate information and support and/or facilitate contact with services or agencies where more relevant
- provide timely and high quality data entry into the CRM to ensure accurate reporting for informed planning
- work collaboratively with team members to ensure equitable allocation of escalated enquiries within team structures
- identify and map relevant services, agencies and resources to aid in supporting primary health care, especially general practice
- develop or facilitate the development of resources and information including website and newsletter content, in response to high frequency themes that appear through practice support requests
- represent the organisation on relevant committees, advisory groups, and events on a local, state-wide and national level as they relate to the role and organisational objectives

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: Engagement Team Leader | Primary Care

Direct reports: Nil

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

Key selection criteria

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

Qualifications and experience

- experience in the primary health care setting, including a strong understanding of general practice
- demonstrated knowledge of contemporary issues for general practice and the primary health care sector

- excellent verbal and written communication skills and interpersonal skills with proven experience in delivering exceptional customer service
- ability to develop rapport, build and maintain effective relationships with internal and external stakeholders
- experience in the development of resources and information to meet stakeholders' needs
- ability to maintain a working knowledge across a range of topics or know where to access information and competency in information management
- highly developed organisational skills including ability to effectively prioritise workload and competing priorities
- intermediate to advanced skills in the MS Office suite – Word, Outlook, Excel and PowerPoint

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.)