

Position description

Position	Engagement Officer - Quality Improvement and Development		
Purpose	To engage with the primary care sector to support them in delivering high performing primary care through quality improvement and practice development activities.		
Band	4		
Approval date	19 March 2025	Approved by	Samantha McGilvery

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
- Facilitate care closer to home
- Address health gaps and inequities
- Transform and connect primary healthcare
- Drive organisational excellence.

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

- develop an in-depth understanding of the primary health care provider profile and population health profile in the Brisbane North region to support team strategy and planning

- partner with General Practices to provide support and facilitation in quality improvement and practice development activities using evidence-based change management methodologies
- support the collection and meaningful use of primary care practice data to support general practice and population health planning for the PHN's region
- work collaboratively with team members to ensure a planned approach to engagement and support across the Brisbane North and Moreton Bay regions
- deliver the necessary change management processes required for the adoption and implementation of primary care reform activities as per team priorities and planning
- 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

Role related details

Relationships

Reports to: Team Leader - Engagement

Direct reports: None

Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

Award alignment

Award: Health Professionals and Support Services Award 2020

Level: Support Services Employee Level 7

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
- qualifications and/or demonstrated experience in delivering change management, facilitation, and coaching to effectively support individuals and teams during transitions and process changes
- demonstrated knowledge of contemporary issues for general practice and the primary health care sector
- highly developed organisational skills including ability to effectively prioritise workload and competing priorities

- excellent verbal and written communication skills and interpersonal skills with proven experience in developing strong stakeholder relationships
- intermediate to advanced skills in the MS Office suite – Word, Outlook, Excel and PowerPoint

Capabilities

The Brisbane North PHN Leadership and Commissioning Capability Framework applies to all roles within the organisation. Please refer to the Framework document found on our Careers page. Applicants are encouraged to address these.

Leadership		Commissioning	
Capability domain	Level / Proficiency	Capability domain	Level / Proficiency
Leads self	Level - 1	Commissioning & Service Delivery	Band 4 - desirable
Engages other	Level - 2	Contract & Performance Management	Band 4 - desirable
Achieves Outcomes	Level - 2	Collaboration & Stakeholder Engagement	Band 4 - desirable
Drives innovation	Level - 2	Project Management & Governance	Band 4 - desirable
Shapes systems	Level - 2	Probity, Compliance & Risk Management	Band 4 - desirable
Bases decisions on available evidence	Level - 2	Continuous Improvement & Evaluation	Band 4 - desirable

Other

A current driver's licence is desirable and use of a personal vehicle may be required, including travel to support practices in the northern end of our catchment. 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.)