

Position description

Position	Program Support Officer IAR and Service Navigation		
Purpose	Provide high-level administration and project support to the My Mental Health Service Navigation & IAR team.		
Approval date	24 June 2022	Approved by	Paul Martin

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

- provide project support and coordination to the My Mental Health Service Navigation and Initial Assessment and Referral (IAR) functions within the Mental Health Reform team

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- provide extensive and high-quality administrative support to the Team Leader, Coordinator, and team members, including fully participating as part of the broader organisational administration team, regular administration meetings and provision of reception relief where required
- with guidance, support administration of the IAR GP Training program including data entry into the CMM system, monitoring and recording attendances, communicating with attendees, reporting via PHN data systems, and tracking receipts and invoices
- support the delivery of both face-to-face and online training events including arranging meeting bookings, venue preparation, event registrations, post-event evaluation and reporting
- support training events for example using IT systems, Teams/Zoom and breakout rooms
- participate in IAR network meetings and activities
- undertake Redicase administrative support including new user requests, responding to enquiries, and liaising with software vendors and suppliers
- assist with the management, upkeep, and maintenance of the My Mental Health website including data entry, editing, and inputting events/news items
- coordinate meetings with internal and external stakeholders including preparing agendas, minutes and arranging meeting bookings, calendar invites and logistics.

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 | Mental Health Reform

Direct reports: None

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

- qualifications/ demonstrated experience in a range of administrative and project support including organising meetings, taking minutes and diary management in a computerised work environment
- intermediate to advanced skills in Microsoft Word, Outlook, Excel and PowerPoint
- exemplary phone and customer service skills, including experience dealing with confidential and sensitive information in a professional manner
- knowledge of the primary healthcare industry and mental health service provision, or ability to acquire that knowledge quickly.

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.)