

Position description

Position	Program Support Officer I Workforce Planning and Prioritisation		
Purpose	To provide high-level project and administrative support to the Shared Services and Local Teams at Brisbane North PHN, the Lead Agency supporting the Queensland PHN Consortium for the General Practice Workforce Planning and Prioritisation (GP WPP) program.		
Approval date	10 October 2023	Approved by	Rachelle Foreman

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
- An accountable, high performing organisation.

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.

About the GP WPP program

Medical practitioners wishing to pursue a career in general practice in Australia have their choice of training with two GP colleges, the Royal Australian College of General Practice (RACGP) and/or the Australian College of Rural and Remote Medicine (ACRRM). There are a number of entry points, including the Australian General Practice Training (AGPT) program, the Remote Vocational Training Scheme (RVTS) - both of which are funded by the Commonwealth Department of Health and Aged Care (DOHAC), and for ACRRM trainees, the Independent Pathway.



From 1 February 2023, program governance for the administration of the AGPT program is now the responsibility of the GP colleges (RACGP and ACRRM). The transition of the programs to a college-led model will streamline pathways for GP registrars to deliver a general practice workforce that meets community needs.

The GP WPP activity will deliver robust, independent, evidence-based advice to the Commonwealth DOHAC and GP colleges to inform GP training placement priorities at the general practice catchment level. This will support the delivery of a GP workforce to meet current and future GP workforce needs. GP WPP analyses will inform distribution targets set by the Commonwealth DOHAC and will assist the GP colleges in placement decisions and training capacity planning.

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 high-level project and administrative support to the Manager | Workforce Planning and Prioritisation and to members of both the Shared Services and Local Teams in the delivery of the GP WPP program to ensure the outcomes of the program are met
- provide secretariat and administrative support to the state-wide governance structures in relation to the GP WPP program, including but not limited to assembling meeting packs and documentation, agenda preparation and maintenance and minute taking
- assist with the coordination and distribution of key communications tools, including communique and resources aligned to the Communications Plan for the GP WPP program.
- maintain up-to-date stakeholder lists at a local, state and national level for GP WPP program in ChilliDB, the organisations CRM
- assist with all elements of training, induction and workshop preparation and delivery for Queensland PHN Consortium for the GP WPP program meetings, including resource development, venue, catering and travel where required
- support the delivery of state-wide stakeholder engagement activities through the coordination and organisation of relevant stakeholder meetings as outlined in the Queensland GP WPP program Stakeholder Engagement Plan
- support the planning, scheduling and delivery of local PHN level stakeholder consultations, including but not limited to meetings, events, focus groups and development, distribution and collation of surveys to gather data and insights
- support the planning and delivery of mandated Stakeholder Forums with key stakeholders, including but not limited to General Practice teams, Registrars and GPs in the North Brisbane and Moreton Bay Region to seek and record feedback on local GP WPP recommendations
- assist with the development, implementation and management of GP WPP program planning and reporting documents
- participate as part of the broader organisational administrative team, regular administration meetings and provision of reception relief where required.

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 | Workforce Planning and Prioritisation

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 or demonstrated experience in the provision of high-quality administrative and project support including organising meetings, taking minutes and diary management in a computerised work environment
- minimum of intermediate skills in Microsoft Word, Outlook, Excel and PowerPoint
- the ability to develop rapport and build relationships with various health and community care sector stakeholders
- exemplary phone and customer service skills, including experience dealing with confidential and sensitive information in a professional manner
- knowledge of the primary healthcare industry or ability to acquire that knowledge quickly is highly desirable

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 workplaces. 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.)