

## Position description

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<b>Position</b>	Program Support Officer   Healthy Ageing		
<b>Purpose</b>	To provide high quality program and administrative support to the Healthy Ageing team.		
<b>Approval date</b>	6 October 2020	<b>Approved by</b>	Emma Gunn

### Brisbane North PHN

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 km<sup>2</sup> of urban, regional and rural areas, with a population of over 1,000,000.

The key objectives of the Brisbane North PHN are:

- increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes; and
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

The PHN will achieve these outcomes by:

- understanding the health care needs of our community through analysis and planning, helping to identify and address service gaps
- providing practice support services so that GPs are better placed to provide care to patients, keeping them healthy and out of hospital
- supporting general practices in attaining the highest standards in safety
- assisting general practices in understanding and making meaningful use of eHealth systems
- working with other funders to purchase or commission health services for local groups most in need, including patients with complex chronic conditions or mental illness.

### 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 support and project administration for the Healthy Ageing team; including the Commonwealth Home Support Programme (CHSP), Regional Assessment Service (RAS) and related projects

[www.brisbanenorthphn.org.au](http://www.brisbanenorthphn.org.au)

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PO Box 929 North Lakes QLD 4509  
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- provide secretariat support for consortia meetings and project related meetings as required
- provide extensive and high quality administrative support to the manager and Healthy Ageing team, including fully participating as part of the broader organisational administration team, regular administration meetings and provision of reception relief where required
- with guidance, support contract administration for the program including data entry into the CMM system, monitoring contract deliverables, due diligence checks, stakeholder updates and tracking receipts and invoices
- event and calendar coordination.

### **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 | Healthy Ageing

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 and events, taking minutes and diary management in a computerised work environment
- knowledge of contract administration or ability to acquire that knowledge quickly is highly desirable
- minimum of intermediate to advanced skills in Microsoft Word, Outlook, Excel and PowerPoint
- ability to develop rapport and build relationships with various health and community care sector stakeholders
- 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 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.)