

Position description

Position	Program Support Officer Priority Communities		
Purpose	Provide high-level administration support to a range of health programs, with a focus on mental health, indigenous health & disadvantaged populations.		
Approval date	30 June 2021	Approved by	Claire Hooper

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

Role-specific

- provide project support and coordination to the Priority Communities program areas, including contributing to the development and monitoring of program activities

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- provide extensive and high quality administrative support to the manager and 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 Priority Communities programs including data entry into the CMM system, monitoring contract deliverables, due diligence checks, stakeholder updates and tracking receipts and invoices
- event 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 | Priority Communities

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 / experience in a range of administrative and project support including organising meetings, taking minutes and diary management in a computerised work environment
- intermediate 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 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.)