

## Position description

<b>Position</b>	Program Support Officer - Integrated Care		
<b>Purpose</b>	To provide high quality program and administrative support to the Integrated Care team		
<b>Salary Band</b>	6		
<b>Approval date</b>	8 July 2025	<b>Approved by</b>	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, parts of Somerset Regional Council and Norfolk Island. It covers approximately 4,100 km<sup>2</sup> 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**

- provide project support and coordination to the Integrated Care program area
- provide administrative support to internal and external stakeholder groups (e.g. hospital collaboratives and GP Liaison Officers)
- provide extensive and high quality administrative support to the Manager I Integrated Care, Integrated Care team and broader organisation 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 Integrated Care program including data entry into the contract management system, monitoring contract deliverables, due diligence checks, stakeholder updates and tracking receipts and invoices
- provide event and calendar coordination, including logistical support for event setup and Zoom facilitation, with occasional after-hours availability as required.
- coordinate submissions for GP continuing professional development activities.
- participate in working groups relevant to the role functions
- any other tasks as required to successfully complete the role.

### **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 - Integrated Care

Direct reports: Nil

### **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 or ability to acquire that knowledge quickly is highly desirable
- strong attention to detail and accurate record management, with a “can do” approach to tasks
- ability to work evenings and Saturdays as required
- experience in CRM systems 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.)