

## Position description

<b>Position</b>	Program Support Officer - Implementation Support Project		
<b>Purpose</b>	Assist a national capacity building project to support Australia's 31 PHNs to establish a national mental health assessment and referral phone service.		
<b>Salary Band</b>	6		
<b>Approval date</b>	01/09/2025	<b>Approved by</b>	Caroline Radowski

### 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.



The Program Support Officer is responsible for key outcomes under the Implementation Support Project, a national capacity building project working with Australia's 31 PHNs to develop and strengthen PHN's regional mental health intake and navigation services and Medicare Mental Health Centres.

These services are part of Medicare Mental Health, the Commonwealth Government's national program to improve access to mental health services in the community. All PHNs commission a free, easily accessible entry and navigation service into mental health and complementary services in their region, spanning intake, engagement, assessment, referral and brief interventions for people with a range of mental health needs. In addition, PHNs are commissioning 86 Medicare Mental Health Centres across Australia which offer a centre based walk-in service providing access to free, quality mental health care over extended hours.

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 with the Implementation Support Project, including contributing to the development and monitoring of project activities
- provide extensive and high-quality administrative support to the Implementation
- support Project Manager, Coordinator, external partnership groups and networks with guidance, support contract administration for the Implementation Support Project including monitoring contract deliverables, due diligence checks, stakeholder updates and tracking receipts and invoices
- meeting and event coordination, including online national stakeholder meetings of 50+ people

### **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: National Lead – Implementation Support Project

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 and/or demonstrated experience in administrative and project support activities including organising meetings, taking minutes, and diary management in a computerised work environment.
- Intermediate to advanced skills in Microsoft Teams, Outlook, Word, 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 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.)