

## Position description

<b>Position</b>	Project Officer – General Practice Liaison Officer Program		
<b>Purpose</b>	To coordinate and support the development, implementation and evaluation of the General Practice Liaison Officer (GPLO) Program to improve the healthcare system and services and the health and wellbeing of the Brisbane North PHN community.		
<b>Band</b>	5		
<b>Approval date</b>	4 March 2026	<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:

- 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.

Under the supervision of, and working with the Manager, Integrated Care (PHN) and Program Manager, GPLO Program (Metro North Health), the key focus of this role will be to coordinate and support the



development, delivery and evaluation of the various aspects of the GPLO Program for the Metro North Health and Brisbane North PHN region.

### **Role-specific**

- Support the development, delivery and evaluation of General Practice Liaison Officer (GPLO) Program projects and activities as per the yearly GPLO Program work plan.
- Assist with the preparation, maintenance and monitoring of project planning documents and tools including the project, communications, risk management and evaluation.
- Assist with the development of communication plans to directly engage health service providers from primary and tertiary care, including general practices.
- Support project governance groups, including meeting papers, meeting minutes and updating relevant project progress reports, action registers and contact information.
- Diary and email management including prioritisation, scheduling and negotiating appointments and meetings and associated/supporting documentation for the GPLO Program.
- Draft high-quality correspondence/documents including briefing notes, letters, emails, presentations and reports.
- Engage and collaborate with key stakeholders and partner organisations, including health service providers from primary and tertiary care, to support the implementation of GPLO Program activities and priorities.
- Support, and where relevant, lead GP/GPLO education and event activities, and ensure all relevant deliverables are met.
- Support data collection and analysis to inform and support GPLO Program activities and reporting.
- Identify and implement business process improvements (including digital solutions) to continually improve team processes.
- Actively contribute to a positive, supportive and high-performing organisational culture.

### **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 (including for MNHHS) on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members.
- Comply with reporting requirements as directed by the Manager, Integrated Care and Program Manager, GPLO Program (Metro North Health).
- Deal with sensitive information in a confidential and professional manner.
- Complete other reasonable duties and projects as required to meet organisational objectives.

## **Role related details**

### **Relationships**

Reports to: Manager - Integrated Care

Direct reports: Nil

## Level of delegation

(Per Delegation Matrix – CEO to staff)

Level 3 – All other staff

## Award alignment

Award: Health Professionals and Support Services Award 2020

Level: Support Services Employee Level 6

## Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

### Qualifications and experience

- Demonstrated knowledge of the primary care environment and health care delivery, ideally within the Brisbane North area.
- Demonstrated experience in project management, including monitoring and tracking project deliverables and outcomes, and preparation of reports.
- Strong aptitude for, and experience in, using digital systems and tools to support contract management, project monitoring and evaluation, and project administration functions.
- Proven ability to prioritise multiple tasks and respond to changing priorities and short deadlines.
- Experience working collaboratively across multiple stakeholders to achieve agreed outcomes.
- High level interpersonal and communication skills.
- Intermediate to advanced skills in Microsoft Word, Outlook, Excel and PowerPoint.

### Capabilities

The Brisbane North PHN Leadership and Commissioning Capability Framework applies to all roles within the organisation. Please refer to the Framework document found on our Careers page. Applicants are encouraged to address these.

Leadership		Commissioning	
Capability domain	Level / Proficiency	Capability domain	Level / Proficiency
Leads self	Level 1	Commissioning & Service Delivery	Band 5 – Expected
Engages other	Level 1	Contract & Performance Management	Band 5 – Expected
Achieves Outcomes	Level 1	Collaboration & Stakeholder Engagement	Band 5 – Expected
Drives innovation	Level 1	Project Management & Governance	Band 5 – Expected
Shapes systems	Level 2	Probity, Compliance & Risk Management	Band 5 – Expected
Bases decisions on available evidence	Level 1	Continuous Improvement & Evaluation	Band 5 – Expected

### 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.

Applicants will be required to fulfill Metro North Health's credentialing requirements including Vaccine Preventable Disease (VPD) requirements.

You will be required to work flexible hours. The role will 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.)