

Position description

Position	Project Officer Quality Improvement and Reform Primary Care		
Purpose	Support the planning, implementation and evaluation of primary care projects and quality improvement initiatives.		
Approval date	8 September 2023	Approved by	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 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 once a year formally and on an ongoing basis informally with team members and managers.

Role-specific

- support the planning, implementation and evaluation of primary care projects and quality improvement initiatives as identified by the Lead and/or directed by the Manager
- assist with the preparation, maintenance and monitoring of project planning documents and tools



- assist with the development and update of continuous quality improvement toolkits
- collaborate with partners, to support the promotion, implementation and evaluation of the My health for Life program
- contribute to Comprehensive Activity Plans (CAPs) and provide timely reports to relevant bodies as required
- establish and maintain productive working relationships with relevant internal and external stakeholders and partner organisations to support the implementation, progression and expansion of primary care projects and quality improvement initiatives
- support commissioning activities and contracting processes (e.g. drafting program schedules, variations, reporting) and consultancy agreements (using internal templates) and coordinating due diligence processes
- represent the organisation on relevant committees, advisory groups, and events on a local, state-wide and national level as they relate to the role and organisational objectives
- support governance groups, including meeting papers and updating relevant project progress reports, action registers and contact information
- 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 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: Lead I Quality Improvement and Reform | Primary 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

- 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
- experience in the primary health care setting, with demonstrated knowledge of contemporary issues for general practice and the primary health care sector
- experience working collaboratively across multiple stakeholders to achieve agreed outcomes.
- highly developed organisational skills including ability to effectively prioritise workload and competing or changing priorities
- excellent verbal and written communication skills and interpersonal skills including the ability to prepare quality business documents e.g. reports, project plans and general correspondence
- intermediate to advanced skills in the MS Office suite – Word, Outlook, Excel and PowerPoint

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.)