

## Position description

<b>Position</b>	Specialist Officer   Business Administration		
<b>Purpose</b>	With support from the Manager, lead the Office Management of the PHN with a focus on proactively manage the organisation's Quality Management system and CRM.		
<b>Approval date</b>	25 August 2023	<b>Approved by</b>	

### 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 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 voice
- Re-orient the health system toward care close to home
- Build capacity of providers to meet health needs of our region
- An accountable, high performing organisation.

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 comprehensive office management including the coordination of external contractors and liaising with centre management as applicable



- develop and lead the Corporate Support Officer by providing effective mentoring and professional development opportunities; and applying appropriate recruitment, induction and performance management principles which comply with our policies and procedures
- manage the organisations Quality Management System by coordinating external audit reviews, policies and procedures annual review, internal audits and actively implementing requirements of policies and procedures.
- provide support and ongoing assistance to staff in processes, procedures and the use of systems that support our Quality Management System
- provide support and ongoing assistance to staff on the correct operation and use of Customer Relationship Management (CRM) system used by the PHN including:
  - the development of business rules
  - conducting compliance audits on CRM data
  - training staff during induction
  - provide effective and targeted training in the operation of our CRM
  - supporting staff to improve data compliance
  - supporting quality processes such as compliments and complaints
  - liaison with the CRM vendors help desk as required
  - supporting continuous improvement processes
- fully participate as part of the broader organisational administration team, including regular administration meetings and ensure reception coverage including provision of reception relief if required
- provide leadership for all front office activities (for example reception, meeting room management, office supplies)
- develop and maintain administrative and operational policies and guidelines for staff as required
- 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 | People and Culture

Direct reports: Corporate Support Officer

### **Level of delegation**

(Per Delegation Matrix – CEO to staff)

Level 3 – All 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 the provision and leadership of a range of high-level administrative support with the ability to show initiative.
- knowledge of Quality Management Systems, internal auditing processes and a commitment to continuous improvement
- exemplary phone and customer service skills, including experience dealing with confidential and sensitive information in a professional manner
- high attention to detail
- experience in supporting the operation of a corporate CRM and an ability to train others in their operation
- minimum of intermediate skills in Microsoft Office suite including Teams, Word, Outlook, Excel and PowerPoint
- knowledge of the primary healthcare industry or ability to acquire that knowledge quickly (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.)