

Position description

Position	Team Leader - Urgent and After-Hours Care		
Purpose	To provide operational leadership for the Urgent Care and After-Hours Care programs within the Integrated Care team.		
Band	3		
Approval date	8 May 2026	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, parts of Somerset Regional Council and Norfolk Island. 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:

- 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

- Lead and develop team members working in the areas of Urgent Care and After-Hours Care in all operational elements, including alignment with our policies and procedures.



- Strengthen coordination and navigation of the healthcare system by working collaboratively with stakeholders to support evidence-based care pathways based on community needs, continuity of care and collaboration between services.
- Build awareness of services through working collaboratively with stakeholders.
- Monitor key policy developments in the areas of Urgent Care and After Hours Care.
- Lead, deliver and support the full commissioning cycle - including planning, service design, procurement, contracting, monitoring, evaluation, budget management, and continuous improvement - to ensure that partnerships deliver evidence-based, outcomes-focused, and locally responsive services.
- Employ strong project management methodologies to develop plans, meet project deliverables and outputs, ensuring outcomes and processes are recorded and evaluated. This includes contributing to Comprehensive Activity Plans (CAPs) and meeting reporting requirements relevant to the Urgent Care and After-Hours Care function of the Integrated Care team (e.g. Board reporting).
- 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 the Manager - Integrated Care with other tasks as required.

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

Role related details

Relationships

Reports to: Manager – Integrated Care

Direct reports: Project Officer - Integrated Care

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 Level 9

Key selection criteria

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

Qualifications and experience

- skills, knowledge and experience in successfully leading and developing a high-performing team
- demonstrated experience and understanding of the primary health care and acute (hospital) care systems to support more integrated approaches to health care
- demonstrated understanding of urgent and after-hours care
- evident capability in contract performance management, ensuring services achieve contractual requirements within time and budget, and drive desired health outcomes.
- demonstrated experience in collaborating with partners and service providers, achieving planned outcomes and integrating health and care services
- strong attention to detail, excellent verbal and written communication skills and interpersonal skills with the ability to motivate, influence and gain commitment
- demonstrated experience in program development implementation, evaluation/monitoring and reporting, as well as budget management
- ability to prepare quality business communication documents, including plans, reports, briefing papers, and general correspondence
- intermediate to advanced skills in the MS Office suite – 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 3 - Expected
Engages other	Level 2	Contract & Performance Management	Band 3 - Expected
Achieves Outcomes	Level 2	Collaboration & Stakeholder Engagement	Band 3 - Expected
Drives innovation	Level 2	Project Management & Governance	Band 3 - Expected
Shapes systems	Level 2	Probity, Compliance & Risk Management	Band 3 - Expected
Bases decisions on available evidence	Level 2	Continuous Improvement & Evaluation	Band 3 - 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.

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.)