

## Position Description

### Position identification

<b>Position Title:</b>	Primary Health Care Officer
<b>Business Unit and Location</b>	Primary Health Care (PHC), Wide Bay
<b>Effective date of document</b>	May 2021
<b>Version No:</b>	2

### Reporting relationships

This position reports to the Coordinator Primary Health Care.

### Primary Purpose of the Position

The Primary Health Care Officer will support Primary Health Care Practices in the relevant PHN area to plan, coordinate and deliver quality care to address priority health issues.

### Key Responsibilities

- Establish and maintain productive working relationships with primary health care providers to facilitate coaching and support with quality improvement approaches relevant to their consumer cohort.
- In collaboration with the Primary Health Care team, support and deliver the necessary change management processes required for the adoption and implementation of new and innovative health technology solutions eg GP Smart Referrals, Health Pathways, My Health Record etc.
- Acquire and maintain an excellent overview of all CQWBSC PHN programs and initiatives to be promoted or delivered to primary health care providers.
- Acquire and maintain up-to-date knowledge around standards and competencies as they relate to primary health care.
- Support the collection and meaningful use of primary care practice data to support general practice and population health planning for the PHN's region and to support the PHN's reporting requirements for data collection to meet the obligations of the PHN.
- Assume responsibility for leading, planning and implementing a key portfolio piece of work with general practice as part of the overall team (relevant to area of expertise or interest)
- Contribute effectively to the team objectives by regularly attending team and staff meetings, maintaining positive team spirit, being a role model for the organisation's values and contributing to quality improvement activities.
- Record all information and engagements in CRM program on time, ensuring that information is relevant, accurate and up-to-date and accessible by other team members.
- Willingness to assist in after hours education activities (approx. 5 per year)
- An ability to represent the PHN at stakeholder forums as required
- Complete other reasonable duties and projects as required to meet organisational objectives.

## Key Selection Criteria

Specific Role Requirements	
<b>Qualifications</b> <b>Experience</b> <b>Skills</b> <b>Knowledge</b> <b>Attributes</b>	<ul style="list-style-type: none"> <li>Recent experience in a primary health care or general practice role (essential)</li> <li>Demonstrated experience and understanding of practice software and digital health components, or ability to develop this capability.</li> <li>Demonstrated experience and understanding of practice systems and digital health components, or ability to develop this capacity</li> <li>Demonstrated experience and understanding of practice quality improvement processes, or ability to develop this capability.</li> <li>Ability to work collaboratively with a wide range of people and groups to ensure best collective outcomes and solutions</li> <li>Is proactive, well organised, has excellent time management and problem solving skills</li> <li>Uses an evidence based approach to problem solving.</li> <li>Deals with sensitive information in a confidential and professional manner.</li> </ul>
Behaviour and Culture Standards	
<ul style="list-style-type: none"> <li><b>PHN Values</b> – We demonstrate, in all interactions, behaviours that align with our values – People-centred, Respect, Diversity, Innovation, Collaboration, Courage, Excellence</li> <li>We value diversity in all its forms and has a deep respect and awareness of cultural sensitivities.</li> </ul>	

Our PHN Capability Framework and our Behaviour and Culture Standards guide staff performance and success. Our PHN Capability Framework aligns to our Strategic Framework: Our Vision, Mission and Values.

Capability Framework
<b>Performance:</b> <ul style="list-style-type: none"> <li><b>Strategic Thinking and Innovation</b> – Considers new and alternative ways to achieve goals and prepare for the future</li> <li><b>Business Acumen</b> – Demonstrates sound reasoning, decision making and the responsible use of resources</li> <li><b>Governance and Risk</b> – Follows procedures, identifies and reports risks.</li> </ul>
<b>Partnerships:</b> <ul style="list-style-type: none"> <li><b>Stakeholder Engagement and Collaboration</b> – Identifies stakeholder and connects purposefully with them for outcomes, works with a range of contributors</li> <li><b>Influencing and Negotiating</b> – Uses an evidence based approach to problem solving, considers multiple options for mutual benefits</li> <li><b>Project/Program Management</b> – Follows standardised methodologies to progress workflow.</li> </ul>

**People:**

- **Leadership & Culture** – Demonstrates self-leadership and accountability
- **Building Capability** – Commits to own learning and development
- **Communication** – Listens to understand. Articulates messages clearly and respectfully
- **Team Work** – Contributes actively and positively to team and organisational goals.

**Appointment Conditions**

Location	<ul style="list-style-type: none"><li>• Hervey Bay office</li></ul>
Mandatory requirements	<ul style="list-style-type: none"><li>• Valid driver's licence</li></ul>
Other conditions	<ul style="list-style-type: none"><li>• Willingness to utilise own car for general practice liaison</li><li>• The PHN has a strict non-smoking policy during working hours.</li><li>• The role may include out of working hours commitments.</li></ul>