

**Position Title:** Program Support Officer, Primary Care Practice

**Full Time Equivalent:** 1.0 - Full Time (38 hours per week)

**Directorate:** Primary Care Improvement

**Reporting Structure:** Director, Primary Care Practice

**No. of current direct reports:** Nil

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## Our Organisation Our Region

### ABOUT PHNs

North Western Melbourne Primary Health Network is one of 31 Primary Health Networks (PHNs) across Australia, established by the Commonwealth Government in 1 July 2015. The North Western Melbourne PHN is operated by Melbourne Primary Care Network (MPCN), an independent, locally governed and run, not-for-profit organisation dedicated to improving primary health care in our local communities.

The North Western Melbourne PHN catchment covers approximately 3,200 km<sup>2</sup> across the north western region of Melbourne and includes, but is not limited to, Bacchus Marsh, Craigieburn, Gisborne, Little River, Maribyrnong, Melbourne, Melton, Preston, Sunbury and Werribee. By population reach, we are Victoria's largest PHN. The catchment crosses 13 Local Government Areas (LGAs). It is a region of significant cultural and socio-economic diversity, and includes some of the fastest growing and most socio-economically deprived areas in Australia. This includes large numbers of people from non-English speaking backgrounds, as well as humanitarian arrivals, with approximately one third of the region's population being born overseas. Homelessness, housing affordability and rental stress are major issues for the region.

The region also has a complex service system, including: 12 large/specialist hospitals; 12 community health services across multiple sites; more than 1700 GPs across 520 practices; over 130 aged care facilities; over 120 mental health and alcohol and drug service providers, and many of Victoria's correctional facilities.

North Western Melbourne PHN is widely recognised as a high performing health care organisation. We are the one of three national lead sites for the Commonwealth's mental health reform program. We are also the lead agency for a number of health system development programs funded through the Victorian state government, and run in conjunction with the other five Victorian PHNs (Western Vic, Murray, Gippsland, Eastern Melbourne, South East Melbourne).

## North Western Melbourne PHN – a commissioning organisation

Commissioning is the planning and purchasing of health services to meet the needs of populations. As a commissioning organisation, North Western Melbourne PHN allocates funds to address community health needs, and works in partnership with a large range of service delivery and community organisations to deliver flexible and tailored solutions to address the health needs of our communities. Commissioning also provides the mechanism for performance evaluation and accountability back to communities and to governments through setting and monitoring the performance of funded health care providers.

Our business and operating model is designed to formalise and strengthen the already well-established and functioning partnerships and alliances across the region. A core remit of the organisation is to improve health outcomes for communities by fostering innovation, leveraging and coordinating existing community and organisational assets, and driving value for money.

We do this by:

- responding to local and national priorities in order to reduce the burden of disease and improve population health outcomes;
- improving quality of care and individual outcomes;
- improving integration and coordination of care across the continuum, and
- creating a sustainable organisation which is well positioned to influence the reform of the health care system and take advantage of new opportunities.



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### About this role

Reporting to the Director, Primary Care Practice, the Program Support Officer will have a key role in providing administrative services to assist in achieving organisational outcomes in a timely, reliable and efficient manner.

#### **Stakeholder Engagement and Relationships Management**

- Work with general practice to improve the quality of systems and programs to improve health outcomes.
- Establish and maintain excellent working relationships with MPCN Executive Directors, Directors and staff.
- Establish and maintain positive and productive working relationships with external providers and stakeholders.
- Ensure services are delivered efficiently and effectively.
- Engage general practice support staff to ensure program outcomes are achieved.

#### **Workforce (internal)**

- Work with the administrative team to provide reception relief or administrative support during busy periods.
- Engage with internal and external staff to effectively plan and deliver education and training to general practitioners and allied health staff.
- Support the Primary Care Practice team by attending meetings, recording minutes and developing agendas.
- Support the development of monthly general practice resource packs.

#### **Reporting**

- Submit written and verbal reports to Director as requested/required;
- Prepare a range of program related documents for key stakeholders as required, including administrative requests, status updates, and reports; and,

- Respond to issues that may impact project performance in an effective and timely manner and communicate to the Director, Primary Care Practice.

### **Information and Knowledge Management**

- Participate in knowledge management activities, particularly identification, acquisition, sharing and preserving knowledge. Ensure key program information is recorded and monitored;
- Gather, organise and share own explicit and tacit knowledge; and,
- Update relevant databases of good work practices and lessons learned to retain organisational knowledge.
- Work with leading general practice software systems and assist with developing and testing templates.

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## **Key selection criteria**

Qualifications:

- Qualifications in relevant discipline (Health Promotion, Health Administration, or similar) or appropriate 'on the job'/professional skills and expertise.

### **Skills, Knowledge and Experience**

- Ability to work in a dynamic office environment.
- Understanding of the primary health care landscape in Australia.
- Understanding of the Continuing Professional Development requirements of primary health care providers.
- Has a friendly nature, a 'can-do' attitude and mature outlook.
- Engaging internal and external stakeholders in order to meet performance targets in a high quality and consistent manner.
- Working collaboratively with line manager and all staff to meet the objectives of the organisation.
- Utilising high levels of verbal communication, interpersonal and negotiation skills to establish and maintain relationships with key stakeholders.
- Knowledge management experience.

## **Your personal attributes and behaviours**

In this role you are expected to demonstrate the following attributes and behaviours:

- *Progressive leadership:* You are a forward thinking and authentic leader who leads by example and empowers staff to create and drive innovation.
- *Commitment to quality:* You honour our organisational vision and mission and constantly strive for excellence in service delivery and advancement.
- *Ethics:* You demonstrate a core commitment to act with fairness, integrity and transparency in serving the best interests of all stakeholders.
- *Professionalism:* You are a dedicated professional who respects and collaborates with others and is fully accountable for your actions.



## Additional information and requirements

### Current Drivers Licence and Reliable Vehicle

Use of own vehicle may be required. Staff are required to comply with the MPCN Travel Policy which requires comprehensive insurance cover, including for business purposes. Mileage is reimbursed above the current ATO rate to compensate for this.

### National Police Records Check

Employment is subject to a satisfactory national police check. This will be undertaken and paid for by the employee.

### Performance Evaluation

Performance reviews are conducted annually to assess outcomes against agreed performance indicators and to establish new role and professional development objectives.

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## Authorised

This position description is current at the date of approval and may be amended in conjunction with the current incumbent, and based on organisational requirements.

Chief Executive Officer Signed:	Date:
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I agree to undertake the role of Program Support Officer, Primary Care Practice as outlined in this position description.

Name: Signed:	Date:
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We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.

**T** (03) 9347 1188 | **F** (03) 9347 7433 | **E** [nwmpnh@nwmpnh.org.au](mailto:nwmpnh@nwmpnh.org.au) | **W** [nwmpnh.org.au](http://nwmpnh.org.au)  
ABN 93 153 323 436 | **Level 1, 369 Royal Parade, Parkville VIC 3052** | **PO Box 139, Parkville VIC 3052**