

## Primary Care Engagement Officer

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### Mackay

#### About us

Northern Queensland Primary Health Network (NQPHN) is one of 31 regionalised and independent PHNs established nationally by the Commonwealth Department of Health and Aged Care to provide local communities with better access to improved primary healthcare services.

The NQPHN region extends from St Lawrence in the south coast, up to the Torres Strait in the north, and west to Croydon and Kowanyama.

NQPHN aims to improve health outcomes for all residents by supporting, investing in, and working collaboratively with local Hospital and Health Services, the primary healthcare sector, local government areas (LGAs), other health organisations, and the wider community.

Find out more about NQPHN at [www.nqphn.com.au](http://www.nqphn.com.au)

#### The role

The Primary Care Engagement Officer is responsible for supporting operational delivery of NQPHN commissioned programs and primary care engagement initiatives. This includes supporting the development, implementation, and evaluation of programs within primary care that build capacity and capability for positive patient outcomes.

The Primary Care Engagement Officer will be informed and guided by key NQPHN documents including, but not limited to the Stakeholder Engagement Framework and Strategic Plan.

#### Role-specific

- Deliver activities and interventions that provide capacity and capability enhancement to GPs and their teams as well as other primary care providers.
- Support integration across the health sector, specifically connecting the primary health and secondary care sectors, utilising current and emerging technology and systems to improve provision of services.
- Support primary care digital enablement including to utilisation of My Health Record.
- Support delivery of the NQPHN primary care clinical data program that utilises continuous quality improvement processes for practice improvement and enhanced patient outcomes.
- Support development of relationships with peak bodies and primary care providers to ensure collaboration in the development and delivery or implementation of new models of care that are implementation ready to transition into primary care practice.



*NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.*




- Work as part of a functioning, geographically diverse team to assist the organisation to achieve its strategic objectives.
- Undertake the administrative tasks to design and develop resource materials required for the program and ensure distribution as appropriate.
- Support internal and external quality improvement initiatives, identify issues in common, and use this to build innovative solutions.
- Support commissioning activities (as required) including contract management across the region in consultation with internal and external stakeholders.
- Represent NQPHN on relevant committees, advisory groups and at events as they relate to the role and organisational objectives.
- Work in a financially responsible manner, providing support for the reporting and budget management activities across relevant programs.
- Provide support for reporting requirements by collecting, collating, and communicating relevant data required to meet the obligations of NQPHN.
- Identifying and report opportunities, gaps and potential or emerging issues.

### Key selection criteria

- Tertiary qualification in a health related or human services discipline, or a relevant certification (VET Qualification) and at least two years' experience in a primary care role.
- Significant frontline experience working in general practice or primary care would be desirable and equal to tertiary / VET qualification.
- Understanding of opportunities and challenges for the primary health sector in North Queensland region.
- Understanding of the technological and digital systems that support primary care in Australia or the ability to develop these skills.
- Ability to conduct networking and stakeholder engagement of primary health sector across NQPHN region and identify and refer stakeholder dissatisfaction to relevant senior officer.
- Experience in working as part of a multi-disciplinary and multifaceted team within a community engagement context.
- Interpersonal, communication (verbal and written), and negotiation skills.
- Ability to prioritise and meet deadlines in a high demand work environment.
- Ability to work with diverse communities including Aboriginal and Torres Strait Islanders, and Australian South Sea Islanders in our region.
- High level skills and experience in utilising the Microsoft Office Suite including Microsoft Word, Outlook, Excel, and PowerPoint.

If you are looking for the opportunity to be part of a passionate and driven team and contribute to achieving our mission of 'Northern Queenslanders live happier, healthier, longer lives,' we'd love to hear from you.

NQPHN aims to be an employer of choice for Indigenous Australians, and we encourage Aboriginal and Torres Strait Islander people to apply for this role.



For further information on this position and to view the position description, please visit our website:  
[bit.ly/nqphn-vacancies](https://bit.ly/nqphn-vacancies)

**This is a temporary full time role, contracted until the 29 January 2024.**

**Your application should include:**

- cover letter including response to the key selection criteria (no more than two pages)
- resume.

To submit an application for this position, please send your application to [recruitment@nqphn.com.au](mailto:recruitment@nqphn.com.au)

Applications close Tuesday 29 August at 5pm.