

Position Details

Position Title	Program Officer, Quality Improvement
Role Classification	Program Officer – Band 3
Directorate	Health Systems Integration
Reporting Relationships	Reports to – Manager, Primary Health Care Improvement Number of direct reports - nil
Employment Type	Full Time (38 hours per week), Fixed Term to 30 June 2022

NWMPHN Values



Organisation Details

North Western Melbourne Primary Health Network (NWMPHN) is one of 31 Primary Health Networks (PHNs) across Australia, established by the Commonwealth Government in 2015 with a regional mandate for improving equitable health outcomes and coordination of care.

As a regional commissioner we:

1. Develop a person-centred health system that people can access and navigate easily
2. Improve the capacity of primary care and its integration, effectiveness and quality in a connected health system
3. Increase recognition of primary care's key role in building a better health system
4. Focus on priority health and population needs.

For more information about commissioning visit: <https://nwmpnh.org.au/working-with-us/commissioning/>

Position Specifications

The Quality Improvement Program Officer will have a key role in working in a planned, proactive and accountable way to enable general practice to deliver quality care. This will be achieved through supporting general practice to implement quality improvements and relevant health reforms, capturing innovation and learnings for translation into other programs and activities.



Key Responsibilities

Program/Project Management

- Coordinate and plan proactively with other NWMPHN staff using a project management approach
- Plan, coordinate, facilitate and deliver quality improvement projects and activities with general practice and other NWMPHN staff
- Proactively identify, mitigate and manage risks and issues and reporting on progress and performance

Quality Improvement and Innovation

- Recruit and actively support practices to undertake whole of practice quality improvement activities
- Coach practice teams to use and embed quality improvement tools and methods within practice i.e: model for improvement
- Support practices to understand and use practice data to drive quality improvement
- Identify and disseminate innovations through quality improvement and build on these for operational adoption and incorporation into all quality improvement work, online resources and toolkits and other NWMPHN programs
- Develop supporting resources for quality improvement

External Engagement

- Understand, communicate and promote the role of the PHN
- Identify and support ongoing relationships with key stakeholders
- Engage the whole general practice team to ensure participation in quality improvement activities
- Deliver practice support for practices engaged in quality improvement activities, as the relationship manager and primary point of contact between the practice and PHN
- Identify and support quality improvement leaders to engage more broadly throughout the health system

Internal Engagement

- Advise on the priorities of practices and capacity of practices to engage in PHN activities or programs.
- Operate as part of the NWMPHN Primary Health Care Improvement (PHCI) Directorate:
 - Collaborate with other team members using a project management and team-based approach
 - Contribute to reporting
 - Contribute to the delivery of PHCI business plan activities
 - Support other PHCI activities as required by the Manager and Director
- Collaborate and integrate activities across the organisation to achieve shared goals and enhance general practice engagement and relationships

Systems and data management

- Maintain up to date practice data and contact information in NWMPHN systems
- Develop and monitor general practice plans, outlining quality improvement activities with practices. Coach, inspire and encourage practices to maintain momentum actioning these plans
- Measure practice performance against agreed areas for improvement and against engagement and support targets
- Prepare a range of program related documents, resources and reports

Workforce Development

- Identify general practice workforce development needs
- Plan, coordinate, facilitate and deliver education for quality improvement activities
- Support other workforce development activities as required by the Manager and Director

Commissioning

- Understand the impact of commissioning on the delivery of primary health care improvement
- Apply relevant policies and procedures, including the Commissioning Framework
- Undertake procurement and contract management processes
- Contribute to the NWMPHN understanding and experience of commissioning

Quality Management Systems

- Ensure 100% compliance with QMS policies and procedures
- Ensuring completion of assigned actions regarding quality within agreed timeframes
- Reporting detected non-conformance into the quality register
- Reporting serious non-conformance immediately to Manager

The requirements of the role may change to ensure the needs of the organisation are met. The employee may also be required to undertake other duties as directed by their manager.

Key Relationships

Internal	External
Primary Health Care Improvement Team	General Practice teams and individuals
Manager, Primary Care Improvement	Primary Health Care
NWMPHN Directorates, teams and staff as required	Other stakeholders as required

Key Selection Criteria

Qualifications

- Qualifications or relevant experience in general practice or health system improvement

Demonstrated skills, knowledge and experience in:

Required

- Working knowledge of general practice, including business models, funding and income streams, and practice accreditation
- Project management experience – experience in scoping, planning, monitoring, and reporting on projects
- A proactive approach to managing work in a complex environment, with excellent organisational skills
- Ability to lead and contribute as a member of a project team
- Change management experience – experience implementing strategies for effecting change, controlling change and helping people to adapt to change
- Experience in quality improvement methodology, application and implementation
- Demonstrated understanding of using and interpreting data to guide improvement
- Well-developed written and verbal communication including report writing and presenting
- Competency with MS Office (Excel, Word, PowerPoint)

Desirable

- Knowledge and understanding of the Victorian health service system and contemporary health policy issues across the acute and primary care interface
- Understanding of adult learning principles
- Experience in using general practice data extraction software (e.g. Pen CAT- Clinical Audit Tool)
- Understanding of Continuing Professional Development requirements for general practitioners and other primary care providers

Key Competencies

Each role level at NWMPHN has a defined Competency Profile; a description of the level of skill and behaviours needed for the role. Please see Appendix 1 for the defined competencies for this role.

Other Requirements

- 1. National Police Records Check**
Employment is subject to a satisfactory national police check. This will be undertaken and paid for by the employer.
- 2. Working with Children Check**
Employment is subject to a satisfactory Working with Children Check. This will be undertaken by the employee and paid for by the employer.
- 3. Current Drivers Licence and Reliable Vehicle**
Use of own vehicle will be required in this role. 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.
- 4. Child Safety**
NWMPHN is committed to the safety and wellbeing of all children and young people. This applies to all Board members, Sub Committee members, staff, students and all commissioned providers.



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 outlined in this position description.

Name: Signed:	Date:
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Appendix 1 - Competencies for Program Officer

Core skills for work

Navigate the world of work - Self manages personal development, takes initiative to build upon capabilities obtained via qualifications and/or experience. explores options when unsure about what to do or how to go about it and demonstrates the values of the organisation through projects and stakeholder engagement

Interact with others - Applies appropriate communication approaches using organisational practices and protocols in work context, recognises personal strengths and challenges associated with interacting with others in work contexts and identifies impact of own & others' emotions and behaviours when conflict arises

Get the work done - Plans routine tasks takes responsibility for decisions and actively contributes group/team problem solving and decision- making when required

Collective Commissioning

Leadership and change management - Contributes to the delivery of business plan activities, understands and communicates the role of the organisation and supports ongoing relationships with key stakeholders

Codesign and community development - Participates in codesign and community engagement activities, supports the management of key relationships with clinicians, consumers, carers and the community throughout the process and operates with cultural sensitivity

Population health - Participates in commissioning activities using organisational population health approach, has an awareness of local health needs and works with stakeholders and consumers in improving the health of priority populations

Collaborative arrangements – Undertakes activities to maintain collaborative and productive arrangements in a respectful and trusting manner, models transparency, data sharing and open dialogue and monitors and reviews arrangements to ensure effectiveness

Market management - Awareness of market characteristics, contributes to the implementation of market management activities and participates in the delivery of innovative procurement processes and practices

Organisational Capability - Participates in commissioning activity in accordance with organisational governance arrangements, policies procedures, systems and processes, raises opportunities to improve efficiency and effectiveness and models a quality improvement culture

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.



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