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| Position: | Research and Population Health and Chronic Disease Program Officer |
| Department: | Primary Care Improvement |
| Team: | Population Health and Chronic Disease |
| Reports to: | Population Health and Chronic Disease Manager |
| Direct Reports: | N/A |
| Date Issued | September 2021 |

Organisational environment

Primary health networks (PHNs) have been established with the key objectives of increasing the efficiency and effectiveness of primary health care services for individuals, particularly those at risk of poor health outcomes. They also aim to improve coordination of care to ensure people receive the right care in the right place at the right time.

Central and Eastern Sydney PHN (CESPHN) catchment spans 626 square kilometres, stretching from Strathfield to Sutherland, as far east as Bondi, and also includes Lord Howe Island and Norfolk Island. We are the second largest PHN across Australia by population, with more than 1.6 million individuals residing in our region. Our boundaries also align with those of South Eastern Sydney Local Health District and Sydney Local Health District.

Our vision

Better health and wellbeing

Our purpose

Improve and transform care

Our goals

* Improve practice.
* Integrate systems.
* Commission services.

Our values

* Learning and Growth
* Integrity
* Collaboration

Purpose of the role

The Population Health and Chronic Disease Program Officer is responsible for development, establishment and monitoring key program priorities to ensure optimum performance against agreed outcomes and key performance indicators. This will require a sound knowledge of how programs are commissioned and implemented based on CESPHN’s needs analysis and the priorities established by the Commonwealth Government.

The position is split 50:50 with responsibility for the CESPHN Research and Viral Hepatitis/Sexual Health portfolios. The Program Officer will be directly responsible for overseeing the CESPHN Research Framework. The Program Officer will also be directly responsible for activities in the Sexual Health, Viral Hepatitis and HIV portfolio and other initiatives in Population Health and Chronic Disease as required, and this includes all aspects of commissioning and project management from co-design, preparation of contract materials, contract management, reporting, performance monitoring, stakeholder engagement and evaluation.

This research component of this position will require the officer to actively engage with academics and primary care providers interested in research. The officer is also expected to provide input into the design of research projects and to actively contribute to the authorship of academic papers for publication

The maintenance of professional working relationships with a diverse range of stakeholders including consumers, general practice, allied health, private service providers and the Local Health Districts will be a key requirement of the position to ensure high quality project outcomes. The Program Officer will also be required to support health system integration and stakeholder engagement, person centred approach and quality improvement in general practice.

The Program Officer will be required to work across a number of different programs within Population Health and Chronic Disease. They will also be expected to work collaboratively with different CESPHN teams within CESPHN to leverage and apply our collective expertise to achieve service and organisational outcomes.

Key responsibilities

* Implement the CESPHN Research Framework.
* Actively engage with academics and primary care providers interested in undertaking research and provide input into the development of research grants and proposals.
* Contribute to the authorship of articles for publication.
* Undertake the development of new programs that may involve development of program specifications and procurement documentation from tender to contract.
* Liaise with health professionals, the community, service providers and other relevant stakeholders to provide input into program planning, development, implementation and monitoring.
* In conjunction with the Population Health and Chronic Disease Manager, General Manager, Program Advisory Committee and other stakeholders, develop program plan and timelines in priority areas.
* Monitor and report on program activities, budget and outcomes, and implement evaluation plans for the program activities as directed.
* Support the collection and maintenance of high-quality data in compliance with policies and procedures, including the protection of confidential information and the implementation of data quality improvement plans.
* Provide input and assist in the planning and development of new policies, procedures, activities and services in the key project areas for both external stakeholders and internal staff.
* Support general practices to engage in person centred care, quality improvement activities and research that supports a systematic approach to the provision of patient care.
* Undertake administrative tasks such as production and distribution of correspondence, reports and/or presentations relating to the program area/s.
* Seek opportunities to work collectively with internal staff to improve program and evidence-based practice outcomes.
* Participate in team meetings, collaborative planning activities and quality assurance activities.
* Perform other duties commensurate with skills and experience as required.
* Participate in the development of a safe and healthy workplace and comply with WHS legislation and instructions given in adhering to safe work procedures.

Selection criteria – essential

* Tertiary qualifications in a health-related field and/or relevant experience
* Demonstrated experience in research design, practice, development of agency frameworks and agreements and authorship of research publications
* Demonstrated experience in stakeholder engagement and consultation, ideally in the primary health sector
* Experience in developing, implementing and evaluating community-based health promotion programs in cross cultural settings
* Strong organisational skills and the ability to set priorities, work effectively and achieve outcomes in complex and challenging environments
* Demonstrated high level written and verbal communication skills, and ability to maintain diplomacy in internal and external correspondence.
* Comprehensive knowledge of Microsoft Office based computing applications, e.g. Excel, Word, Database, SharePoint etc; and
* Access to a motor vehicle and possession of a current NSW drivers’ licence.

Selection criteria - desirable

* An understanding of the primary health care environment and experience in communicating with health care professionals and consumers within CESPHN boundaries.
* An understanding of sexual health, sexual health services and key sexual health stakeholders.
* Ability and willingness to facilitate educational workshops and develop quality education resources.
* Higher research degree.

Details of relationships

Internal stakeholders – This position works across the whole organisation

External stakeholders:

* Sydney Local Health District
* South Eastern Sydney Local Health District
* St Vincent’s Health Network
* Primary healthcare practitioners and practice staff
* Local private and not-for-profit providers
* Public health researchers

Core competencies

* Managing change: The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.
* Customer orientation: The ability to demonstrate strong customer focused support and stakeholder engagement in all business-related activities.
* Analytical Thinking: The ability to clearly analyse a situation and seek out relevant information needed to address issues using a logical, systematic and sequential approach.
* Verbal and written Communication: The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.
* Teamwork: The ability to contribute and work collaboratively as part of a high performing team.
* Initiative: The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.
* Influencing others: The ability to confidently negotiate with internal and external stakeholders to influence decision making and achieve desired outcomes.

Acknowledgement and acceptance

I confirm that I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position. Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is further expected that this position description will change over time due to the nature of CESPHN activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

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| Approved by |  |
| Manager Name |  |
| Manager Signature |  |
| Date |  |
|  |  |
| Employee Name |  |
| Employee Signature |  |
| Date |  |