

Position Details

Position Title	Program Support Officer, Workforce Development
Role Classification	Band 2 – Program Support Officer
Directorate	Health Systems Integration
Reporting Relationships	Reports to – Manager, Primary Health Care Improvement Number of direct reports - nil
Employment Type	Full Time (1.0 FTE), Permanent

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

Reporting to the Manager, Primary Health Care Improvement, the Program Support Officer, Workforce Development will have a key role in supporting primary health care professionals to deliver quality care; and implement health reforms and improvement.

The Program Support Officer will support the coordination and delivery of all NWMPHN continuing professional development (CPD) and networking events.



The Program Support Officer, Workforce Development also provides support and coordination of workforce development activities and projects and other capacity building initiatives.

Key Responsibilities

Workforce Development

- Support the delivery of education consistent with the quality standards of NWMPHN (including consistent approaches to marketing and communications, registration, events management, CPD point compliance, primary care leadership, data capture and evaluation)
- Support the development of workforce development and resources
- Ensure NWMPHN's professional development and events are highly accessible to primary care providers through flexible participation options including regional geographic delivery; webinar; online learning; online resources and toolkits.
- Manage the administration for CPD events including maintaining and distributing an education calendar publicising 80% of NWMPHN events 6 months in advance
- Provide support to ensure CPD adds value across NWMPHN business and programs (for example, HealthPathways)
- Ensure funding is used efficiently and effectively to deliver CPD and networking events

Stakeholder Engagement and Relationship Management

External

- Support NWMPHN to build the capacity of NWMPHN's primary health care workforce
- Support external stakeholders to develop and deliver workforce development activities for primary care

Internal

- Coordinate with and support NWMPHN staff to deliver workforce development
- Support planning, development and delivery of NWMPHN CPD and networking events
- Support other PHCI activities as required by the Manager and Director

Program/ Project Management

- Support NWMPHN staff using a project management approach
- Participate as a member of a project team to develop and deliver workforce development

Networks, Data and Reporting

- Ensure relevant feedback from providers is collated and informs the NWMPHN needs assessment, strategy and program implementation
- Consistently measure the outcomes from CPD and continuously review and evaluate the approaches for ongoing development

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 Health Care Improvement	Primary Health Care
NWMPHN Communications Team	Local Health Services
	Royal Australian College of General Practitioners
	Other stakeholders as required

Key Selection Criteria

Qualifications

Essential

- Qualifications or relevant experience in events management or education and training, preferably in health care settings

Desirable

- Current Education Activity Representative with Royal Australian College of General Practitioners

Demonstrated skills, knowledge and experience in:

- Demonstrated ability to use technology and systems to support the delivery of education and training including webinars, and online learning
- Experience in the use and application of project management methodologies, and ability to lead and contribute as a member of a project team, effectively engaging with subject matter experts
- Demonstrated experience in events co-ordination as part of a team, planning and delivery to a polished professional standard
- Demonstrated experience in supporting the facilitation of events
- Experience in the coordination and delivery of professional development and training activities, including accreditation of events and training to meet professional standards (e.g., RACGP)
- Demonstrated experience in developing training materials to a high quality and professional standard.
- High Standard of writing and verbal presentation skills

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. Current Driver's License 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.

3. 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	Date:
Signed:	

I agree to undertake the role outlined in this position description.

Name:	Date:
Signed:	

Appendix 1 - Competencies for Program Support Officer

Core skills for work

Navigate the world of work - Develops insights into personal goals, takes steps to develop skills, obtain qualifications and/or experience, understands main tasks, responsibilities and boundaries of own role with coaching and demonstrates the values of the organisation in day-to-day activity

Interact with others - Develops knowledge and understanding of organisational communication practices and protocols, recognises personal strengths and challenges associated with interacting with others in work contexts and identifies impact of own emotions and behaviours on self and others when conflict arises

Get the work done - Uses personal and organisation-based systems for organising time and meeting commitments, takes responsibility for a range of decisions within delegation and role relevant to immediate tasks and actively contributes to group/team problem solving

Collective Commissioning

Leadership and change management - Supports staff in the development and implementation of business plans, communicates the role of the organisation and facilitates streamlined and efficient processes

Codesign and community development - Supports staff in the development and implementation of business plans, communicates the role of the organisation and facilitates streamlined and efficient processes

Population health - Has an awareness of the organisational population health approach to commissioning, supports processes to improve understanding of local health needs and undertakes activities that contribute to improving health outcomes for priority populations

Collaborative arrangements – Has an understanding of the importance and value of collaborative arrangements, supports activities to build and maintain partnerships and models trusting and respectful relationships

Market management - Awareness of market management approach and supports the implementation of procurement processes and practices

Organisational Capability - Undertakes activities in accordance with organisational governance arrangements, policies procedures, systems and processes and contributes to a quality and 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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