

Position Description

Position	Program Support Officer
Location	Heatherton
Directorate	Primary and Aged Care Service Innovation
Reports to	Program Manager
Employment status	Full-time, maximum term role until 30 June 2023

About South Eastern Melbourne PHN (SEMPHN)

SEMPHN is a leader, facilitator, and influencer towards the shared goal of better primary health care.

We are one of six Primary Health Networks (PHNs) in Victoria, and 31 PHNs across Australia, with around 1.5million residents in our catchment.

Reporting to an independent Board, we are funded primarily by the Australian Government to help people in south east Melbourne get the health care they need, when and where they need it.

We do this by:

- commissioning out-of-hospital services, locally.
- partnering to make quality care more accessible and integrated, and easier to navigate – especially for people who need it most.
- helping primary health care professionals to deliver the best care possible – now, and into the future.
- influencing Government policy on primary health care reform.

Evidence-based practice is the foundation of our work, and we are constantly asking, ‘together, how can we do this even better?’

The Australian Government has seven priority areas for improvement and innovation for primary health: Mental health; Alcohol and Other Drugs (AOD); Aboriginal and Torres Strait Islander Health; Aged care; Population health; Health workforce development and Digital health.

In this context, we challenge the status quo and often design things differently, with a very clear goal to measurably improve health. This is the ultimate indicator of our success.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it.

Our values are Collaboration; Community; Accountability; Respect; Excellence; and Solution focused.

In facing the many opportunities and challenges in our work, our people are exceptional at adapting to evolving needs.

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Job Summary

Reporting to the Program Manager, this position will support the Special Projects team, with a focus on Primary Aged Care Service Innovation Programs, as well as other primary health activities.

Special Projects is a fast-paced environment with multiple short-term programs as well as support for new longer-term pieces of work with the broader team. A self-directed learner, motivated to find simple and at times, innovative solutions would do well in this role.

Currently, the primary health activities cover but are not limited to:

- Ongoing pandemic support Programs – Vulnerable and Homeless, General Practice Respiratory Clinics
- General Practice
- Allied Health
- Aged Care
- Palliative Care
- Telehealth

This role will be key in the day-to-day communications, recording and reporting of project activity that is essential to the success of the broader team activities Maintaining effective working relationships with all internal and external stakeholders and providing project support to the team

In addition, the role may be required to provide project support to other SEMPHN initiatives. The role also requires strong administration skills, great communication skills, ability to meet deadlines, a great team player, attention to detail and highly developed Microsoft office skills

Key Responsibilities

- Maintain accurate project records.
- Record and maintain accurate Meeting Notes.
- Support Service Coordinators with a broad range of new service innovations and support of existing programs
- Support General practices in conjunction with SEMPHN’s Provider Support Officer team
- Provide high level project officer support to other SEMPHN project related initiatives
- Support the delivery of primary health projects/programs that deliver improved health outcomes
- As required provide broad support across the team and the organisation.

Team Membership

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.

Quality

- Actively participate in and contribute to a continuous culture of workplace quality improvement activities.
- Comply with all relevant legislation, regulations, and professional standards.

Workplace Health and Safety

- Take reasonable care for own health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety
- Cooperate with any reasonable SEMPHN’s policies and/or procedures including the reporting of OH&S hazards or incidents

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Key Relationships

Internal

- All members of the Primary and Aged Care Service Innovation directorate
- Strategic Relations Team

External

- Commissioned providers
- Local hospitals
- Residential Aged Care Facilities
- Community Services providers

Skills, Knowledge and Experience

- Relevant extensive experience in the use of Client Management Systems, preferably in a health environment.
- Demonstrated experience in providing high level administration support.
- Strong attention to detail and accuracy.
- Good communication skills and ability to liaise with a range of stakeholders.
- Good organisational skills and a pro-active approach to work tasks.
- Proficiency in the use of Microsoft Office suite.
- Data entry experience.
- Understanding of the health sector an advantage.

Other

- SEMPHN is committed to providing and maintaining a working environment which is safe and without risk consistent with the organisation's obligations under the Occupational Health and Safety Act 2004 (OH&S Act). Therefore, there is a requirement that all SEMPHN employees be up to date with their COVID-19 vaccinations in order to undertake duties outside of their homes (unless an exemption applies). Failure to comply with this condition of employment will impact your eligibility for employment with the organisation.
- All SEMPHN staff must demonstrate a commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check will be required in accordance with government funding requirements.
- All employees of SEMPHN may be required to work across the SEMPHN catchment.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's License is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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