



# **Position Description**

Group Support Officer – Corporate
Corporate Office
Manager – Governance & Strategic Engagement
In accordance with the current industrial Enterprise Agreement and Contract of Employment
Officer – Functional (Senior Administration Officer)
As per Contract of Employment (subject to ongoing funding from the Australian Government Department of Health)
As per Contract of Employment Primary Health Tasmania provides services across Tasmania

### **Organisational overview**

Primary Health Tasmania is a non-government, not-for-profit organisation working to connect care and keep Tasmanians well and out of hospital. The organisation is one of 31 similar bodies established around Australia on 1 July 2015 as part of the Primary Health Networks Programme – an Australian Government initiative.

The Government has set the following objectives for primary health networks nationally:

- **increasing** the **efficiency and effectiveness** of medical services for patients, particularly those at risk of poor health outcomes; and
- Improving coordination of care to ensure patients receive the right care in the right place at the right time

More information is available on the primary health networks website www.primaryhealthtas.com.au

A critical key to achieving the organisational objectives is a workforce which is flexible and responsive. Central to performance are the competencies - the knowledge, skills and abilities that Primary Health Tasmania employees must demonstrate to perform their roles effectively. These competencies are described in this position description and the Primary Health Tasmania Competency Framework.

Primary Health Tasmania supports organisational wide competency building, and a more flexible and responsive Primary Health Tasmania workforce that is well equipped to deliver innovative and creative health system integration and redesign to its stakeholders and the community.

#### **Position purpose**

The Group Support Officer – Corporate will provide high level administrative, secretarial and project management support services across the corporate functions of Primary Health Tasmania. The role assists in the smooth running of the corporate office by supporting corporate managers and the executive team, as required.

Reporting to the Manager – Governance and Strategic Engagement, this role will primarily support the organisational governance and strategic engagement activities within the corporate office, with periodic support also provided to the functions of communication and marketing and human resources.





### **Key relationships**

Internal	External
Corporate Managers – Governance and Strategic Engagement, Human Resources and Communication and Marketing	Consultants
Corporate Team	Advisory Groups and Committees
CEO	Key stakeholders and members

## Responsibilities and accountabilities

- Provide high level administrative and project support to the corporate functions of the business by actively
  anticipating the needs and requirements in governance, communications and human resources.
- Draft and prepare professional and high quality business documents, including briefing papers, reports, presentations, meeting papers, minutes, promotional material and general correspondence, as required.
- Assist in the development, implementation and training of new business systems and software, assuming a lead or 'super user' role, as required.
- Act as a key contact for Primary Health Tasmania stakeholder Advisory Groups and Committees, as required.
- Communicate and engage at a high level with Primary Health Tasmania stakeholders and members.
- Assist with diary management, event management including meeting preparation and prioritisation, booking travel/accommodation, arrange conference/workshops and associated functions.
- Provide back-up secretariat support to the CEO and Executive Team, as required.
- Participate in the development, review and implementation of organisational policies and support documents.
- Interact with and contribute to the organisation's data collection, accountability, analysis, risk management, planning and reporting systems.
- Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position, including providing relief in other administrative and group support roles across the business, as required.

### Level of responsibility

This position reports directly to the Manager – Governance and Strategic Engagement, however, day-to-day work activities and projects will be across several corporate business functions with direction and supervision provided by different corporate managers.

The occupant is expected to:

- Work collaboratively as part of a statewide corporate team and with Primary Health Tasmania staff but will be expected to display a level of autonomy and self-sufficiency as well as exercise initiative, sound judgement and discretion.
- Prioritise and negotiate workload to meet agreed outputs and deadlines.





## Competencies required for the role

The Primary Health Tasmania Competency Framework applies to all Primary Health Tasmania employees, across all occupational groups.

## **Competency summary**

- A full list of competencies with behavioural indicators are provided in the Primary Health Tasmania
   Competency Framework listed on the Primary Health Tasmania website.
- The behavioural indicators provided in the Competency Framework provides detailed examples of the
  types of behaviours that would be expected at each competency level and should be reviewed in
  conjunction with the role's Responsibilities and Accountabilities.

## Competency matrix:

Personal attributes - Adapt and respond to change - Display resilience and courage - Act with Integrity - Manage Self	2 2 2 2	Relationships - Communicate effectively - Commit to Customer Service - Influence and Negotiate - Work Collaboratively	2 2 2 2 2
Results - Deliver results - Plan and Prioritise - Think and solve Problems - Demonstrate Accountability	2 2 2 2	Business support - Finance - Technology - Procurement and Contract management - Project Management	1 3 2 1
People leadership and management - Lead, Manage and Develop People - Inspire Direction and Purpose - Optimise Business Outcomes - Manage Reform and Change	N/A N/A N/A		

- 4 Highly advanced
- 3 Advanced
- 2 Intermediate
- 1 Foundational

### Selection criteria - skills, qualifications and experience

#### **Key Capabilities**

#### **Essential**

- Advanced knowledge and experience in contemporary office systems and processes and demonstrated ability with electronic communication systems and office software applications including Microsoft Word, Excel, PowerPoint, Teams and Outlook.
- Demonstrated ability to quickly grasp new software applications such as; Engagement HQ, CRM and SharePoint.
- High level of attention to detail and accuracy.
- Demonstrated excellence in customer service and stakeholder engagement.





#### **Desirable**

- Demonstrated organisational skills and ability to work unsupervised and to meet deadlines including the capacity to work under pressure in an environment of change.
- Demonstrated ability to work effectively across multiple areas and projects with different reports.
- An understanding of and/or experience working in the primary health environment.
- Current drivers licence.

## **Working environment**

Primary Health Tasmania operates from three administrative centres in Hobart, Launceston and Ulverstone. Intrastate and interstate travel will be required.

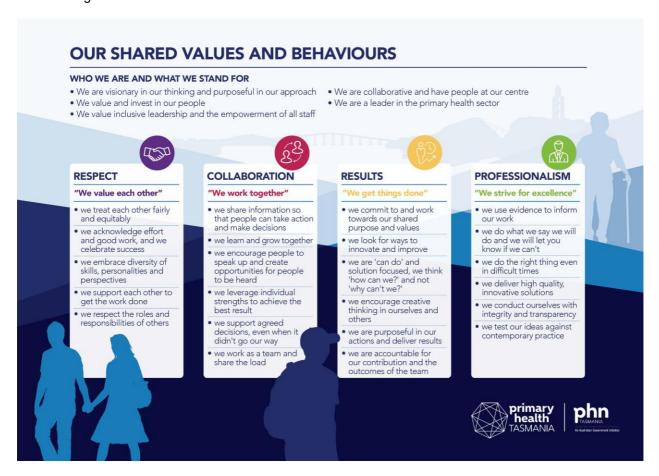




#### **Our Shared Values and Behaviours**

The following core values and behaviours underpin the work of Primary Health Tasmania. These core values and behaviours are fundamental to the organisation and the way in which Primary Health Tasmania staff and management engage with each other and with stakeholders.

In your role you are expected to comply with Primary Health Tasmania's Code of Conduct and demonstrate the following values and behaviours:





Mr Phil Edmondson
Chief Executive Officer

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