

Position Description

Position	Group Support Officer – Corporate
Agency	Corporate Office
Reports to	Manager – Governance & Strategic Engagement
Terms and Conditions of Employment	In accordance with the current industrial Enterprise Agreement and Contract of Employment
Classification/ Salary Stream	Officer – Functional (Senior Administration Officer)
Length of Position	As per Contract of Employment (subject to ongoing funding from the Australian Government Department of Health)
Location	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
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 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:

OUR SHARED VALUES AND BEHAVIOURS

WHO WE ARE AND WHAT WE STAND FOR

- We are visionary in our thinking and purposeful in our approach
- We value and invest in our people
- We value inclusive leadership and the empowerment of all staff
- We are collaborative and have people at our centre
- We are a leader in the primary health sector

RESPECT

"We value each other"

- we treat each other fairly and equitably
- we acknowledge effort and good work, and we celebrate success
- we embrace diversity of skills, personalities and perspectives
- we support each other to get the work done
- we respect the roles and responsibilities of others

COLLABORATION

"We work together"

- we share information so that people can take action and make decisions
- we learn and grow together
- we encourage people to speak up and create opportunities for people to be heard
- we leverage individual strengths to achieve the best result
- we support agreed decisions, even when it didn't go our way
- we work as a team and share the load

RESULTS

"We get things done"

- we commit to and work towards our shared purpose and values
- we look for ways to innovate and improve
- we are 'can do' and solution focused, we think 'how can we?' and not 'why can't we?'
- we encourage creative thinking in ourselves and others
- we are purposeful in our actions and deliver results
- we are accountable for our contribution and the outcomes of the team

PROFESSIONALISM

"We strive for excellence"

- we use evidence to inform our work
- we do what we say we will do and we will let you know if we can't
- we do the right thing even in difficult times
- we deliver high quality, innovative solutions
- we conduct ourselves with integrity and transparency
- we test our ideas against contemporary practice

primary health TASMANIA | phn TASMANIA
An Australian Government Initiative

Mr Phil Edmondson
Chief Executive Officer

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