

Information Pack

for Advertised Positions with Western NSW Primary Health Network

Thank you for your enquiry. This pack contains:

- information about the role and our organisation,
- guidelines for applying, and
- the selection criteria we will be using to select the right candidates.

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The Role

Manager Primary Care Development and Training

Location

Dubbo, Orange, Bathurst or Broken Hill

Contract type

Full time permanent contract

About the role

Western NSW Primary Health Network (WNSW PHN) is currently seeking a motivated individual who has a passion for primary healthcare and community wellbeing.

The Manager Primary Care Development and Training is responsible for Western NSW Primary Health Networks (WNSW PHNs) provision of

- Contemporary and innovative Professional Development education programs
- Projects that are aligned to the strategic direction of the company to build capacity and support Primary Healthcare Professionals in WNSWPHN

The role will be responsible for providing effective leadership and management of all aspects of the:

- Western NSW Primary Health Network (WNSWPHN) CPD and Training Programs
- Health Pathways Program
- Supporting cross functional teams in Training, Education and Capacity Building work

The position can be based in any one of our offices, including: Dubbo, Orange, Bathurst or Broken Hill.

The salary for this position is Level 5, Grade 2 (\$120,322 + superannuation).

If you have any questions about this position after you have read this Information Pack, please contact **Katie Prior on 0409 850 368**.

Applications should be submitted via our [Careers site](#) by **11:59pm on 11 June 2026** and must include all components outlined [here](#) to be accepted.

Selection Criteria

Essential

- Tertiary qualifications in health, education, science communication, social science, business or similar or equivalent relevant work experience.
- Substantive experience in clinical education, health education, or tertiary education, teaching and learning focused roles.
- Understanding of primary health care in a regional/rural setting, or the ability to rapidly acquire such knowledge.
- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety.
- Demonstrated, high-level relationship management skills, including ability to influence and negotiate in a culturally diverse environment (both internally and externally).
- Demonstrated high-level interpersonal and communication skills and high-level competence in using information communication technology.
- Demonstrated experience and capability in project management and or event management and in working autonomously as well as part of a team.
- Capacity to travel within Western and Far West NSW and hold a current driver's licence.

Desirable

- Previous experience in health-related education, teaching and learning role.
- Experience and/or Strong Understanding of HealthPathways Program and delivery
- Experience in direct line management roles, and in managing remotely located teams.
- Understanding of professional registration requirements of healthcare professionals, including RACGP, ACCRM affiliated members, and AHPRA registration.
- Experience working in the health, NGO or community services sectors
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

About Western Health Alliance Ltd (WHAL)

Western Health Alliance Ltd (WHAL) trades as Western NSW Primary Health Network (WNSW PHN).

WNSW PHN is one of 31 Primary Health Networks across Australia. We are an independent, not-for-profit organisation funded by the Commonwealth Department of Health, established to support frontline health and wellbeing services. Our focus is to increase the efficiency and effectiveness of primary health care, ensuring people receive the right care in the right place at the right time.

WNSW PHN is an agile and high performing organisation that responds to the identified needs of the community, Commonwealth and State health policy, and the development needs of primary health care providers. We work closely with general practice, Aboriginal Medical Services and other health care providers, Local Health Districts, non-government organisations and the broader community to

plan and fund programs that support local health services to meet the health needs of our communities.

Benefits to working with us

We pride ourselves on being supportive and flexible and offer a great range of benefits including:

- Generous salary packaging options up to \$18,450 per year
- Family friendly and flexible working arrangements (including Hybrid model)
- Collaboration with passionate, like-minded professionals
- 5 weeks annual leave
- Additional leave between the Christmas and New Year period
- Option to purchase an additional 2 weeks leave or cash out 2 weeks
- Corporate Fitness Program (Fitness Passport)
- Professional development allowance and study leave
- 6 weeks paid parental leave
- Free Employment Assistance Program

Applying for this position

- Carefully read this information pack in its entirety.
- Conduct some initial research on our organisation by browsing our website.
- If you need to seek clarification or additional information about us and/or the position, contact the appropriate person identified in this pack.
- Decide whether you possess and can demonstrate your skills, experience, knowledge and ability against the selection criteria in this Information Pack.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took and summarise the subsequent result. Keep your response to no more than two pages, plus your Resume/Curriculum Vitae (CV).
- Be aware of the closing date and where and how to lodge your application. If, for any reason, you cannot submit your application by the closing date, you should ring the contact person to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids, etc.) to assist you in attending an interview, please discuss these with the contact person when the interview is being arranged.

WNSW PHN is an Equal Employment Opportunity employer, and we are committed to working towards Reconciliation (learn more about our Reconciliation journey [on our website](#)). Aboriginal and Torres Strait Islander people are encouraged to apply.

What to include in your application

In order for your application to be accepted for this role, it must include:

- A cover letter introducing yourself and outlining your interest in the position
- Statement addressing each of the [selection criteria](#) within this Information Pack
- Resume/Curriculum Vitae (CV) that should include:
 - contact details including telephone number and email address
 - education/qualifications
 - an employment history summary including (for each position):
 - the employer
 - start and finish dates
 - your position/title
 - your responsibilities and achievements in the position
 - a summary of your skills
 - professional memberships
 - the names of two work related referees (must be work related and senior to the position you hold), and other relevant information that will support your application not covered elsewhere.

Submit your application

Applications should be submitted via our Careers site by **11:59pm on 11 June 2026**.

Apply here: [Work With Us | Western NSW Primary Health Network Careers](#)

Position Description

Position Title:	Manager Primary Care Development and Training
Position Location:	Dubbo, Orange, Bathurst or Broken Hill
Position Reports To:	Executive Manager Primary Healthcare Integration and Reform
Portfolio:	Primary Healthcare Integration and Reform
Contract Type:	Permanent full time
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2025
Position Classification:	Level 5, Grade 2
Delegated Authority:	Level 3 - As defined in the Delegations Procedure

Position Purpose

The Manager Primary Care Development and Training is responsible for Western NSW Primary Health Networks (WNSW PHNs) provision of:

- Contemporary and innovative Professional Development education programs
- Projects that are aligned to the strategic direction of the company to build capacity and support Primary Healthcare Professionals in WNSWPHN

The role will be responsible for providing effective leadership and management of all aspects of the:

- Western NSW Primary Health Network (WNSWPHN) CPD and Training Programs
- Health Pathways Program
- Supporting cross functional teams in Training, Education and Capacity Building work

Key Responsibilities

Education, Training and Development

- Lead the development and implementation of quality, evidence based best practice Professional Development programs that are aligned to the strategic direction of WNSW PHN and the identified needs of primary healthcare professionals across the region.
- Develop and oversee the implementation of local professional development education strategies and projects that align to Activity Work Plans, as well as national reform activities and deliverables defined in the department of Health Primary Health Network (PHN) schedules.

- Ensure that education and training programs are responsive to the changing needs of stakeholders.
- Ensure education activities directly build the capability of primary care providers including general practitioners (GPs) and their teams.
- Work closely across teams to facilitate the adoption and implementation of the Western NSW Primary Health Network (WNSW PHN) Cultural Safety Frameworks.
- Implement effective evaluation and review mechanisms to ensure that Professional Development and training programs and initiatives are current and relevant.
- Lead the development of innovative approaches to the delivery of Training to primary healthcare professionals via a range of communication channels.
- Develop and foster relationships and networks in the broader community and with prospective partners to enable efficient planning, resourcing and provision of primary health care focused Professional Development programs.

Health Pathways

Responsible for developing and maintaining collaborative relationships with key stakeholders in the program, including but not limited to general practitioners, general practice and primary care staff, Local Health District staff, Streamliners, Subject Matter Experts and Clinical Editors.

Ensure the program is developed and embedded across the region to maximise local relevance and enable streamlining of referrals to provide appropriate care and redistribute health care services where possible.

- Provide effective leadership, management and direction to the HealthPathways team. Ensure that the team understand the objectives and direction of WNSWPHN and their part in achieving those objectives.
- Contribute to the development of strategic and operational plans for the HealthPathways program with the identification of key performance indicators for the program. Work effectively within the wider HealthPathways team to ensure the objectives and key performance indicators (KPIs) of the program are achieved.
- Coordinate the development, maintenance and continual quality improvement of HealthPathways, ensuring it remains relevant and useful to health professionals and collaborative partners.
- Develop budget proposals that reflect the needs of the program and maintain financial management of the program.
- Ensure the Health Pathways program remains within agreed timeframes and resources including monitoring the budget in collaboration with other Health pathways Managers and Manager Finance.
- Produce reports as required relating to the program's performance and against KPI targets.

Work Health and Safety

- Take reasonable care of their own health and safety and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply with WNSW PHN policies and procedures relating to health and safety.

- Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary any untoward accident, incident or potentially hazardous environment.

Statement of Organisational Commitment

WNSW PHN is strategically focused on improving health outcomes for Aboriginal and Torres Strait Islander people living and connected to our region and plays a leadership role in transitioning the primary health care system through the development of culturally safe and aware models of care, ensuring access to quality health care and commissioned services. WNSW PHN recognises Aboriginal and Torres Strait Islander people as the original inhabitants of Australia and as the Traditional Custodians of the land. We encourage and promote a culture of diversity within our workforce. To continue to improve the way we work with Aboriginal communities, we encourage recruitment of local Aboriginal and Torres Strait Islander people within the region to add their voice to achieve health goals and priorities for our communities.

General Responsibilities

- Demonstrate a commitment to WNSW PHN’s vision and values.
- Respect confidentiality in line with the Privacy Act 1988 and related policies and procedures.
- Be aware of and adhere to WNSW PHN’s policies and procedures.
- Ensure WNSW PHN health literacy principles and practices are known and applied.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend and participate in out-of-hours meetings and functions as required.
- Actively participate in staff development activities.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment utilised in the office.
- Undertake other duties commensurate with the role as required.
- Demonstrate and embed culturally safe practices into all work outputs and the workplace.
- Demonstrate and embed Corporate Social Responsibility in our business operations and interactions with their stakeholders.
- This role is a non-clinical support role and will not involve the diagnosis, treatment or provision of direct patient care of any type.

Competency Framework Key behaviours

(Refer to WHAL Competency Framework)

Core Competencies	Role Requirement Level
Analytical Thinking	4) – Undertakes broader, complex analyses

Initiative	(4) – Takes action to realise future opportunities
Customer Focus	(4) – Delivers best practice customer service
Learning Orientation	(4) - Expands existing boundaries of knowledge
Results Focus	(4) – Drives broader business results
Teamwork and Co-operation	(4) - Builds team effectiveness
Influencing & Negotiation	(4) - Uses a range of influencing strategies
Planning & Coordination	(4) – Manages competing organisational priorities

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- Experience working in the health, NGO or community services sectors
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

Special Conditions

- An understanding and commitment to Cultural Safety in the workplace.
- Conditions of employment are governed by the industrial instrument specified in the first table, the Fair Work Act 2009, National Employment Standards, Western Health Alliance Limited Employment Contract and WNSW PHN policies and procedures.
- Out of hours work, on evenings and/or weekends, may be required from time to time for which flexible working hours may be negotiated with your Manager.
- Travel, including overnight stays, across the region within the WNSW PHN's boundary may be necessary from time to time. Occasional intrastate and/or interstate travel may also be required.

Appointment Prerequisites

- Verification of eligibility to lawfully work in Australia. You must be an Australian or New Zealand Citizen, a Permanent Resident of Australia or possess a valid Australian Working Visa to be employed by WNSW PHN.
- Certification of tertiary qualifications and professional membership (if applicable to role).
- AHPRA Registration verification (where applicable to role).
- Verification of current NSW Drivers Licence.
- Verification of comprehensively insured motor vehicle (if applicable to role).
- National Police check.
- Working with Children check (if applicable to role).