

Position Details

| | |
|------------------------------------|---|
| Position Title | Program Officer, Workforce Development |
| Classification | Program Officer |
| Business Unit | Health Systems Integration |
| Reporting Relationships | Reports to – Manager, Workforce Development Number of direct reports - nil |
| Work hours/ Employment Type | Full-time (1.0 FTE), permanent (part-time arrangements genuinely considered) |
| Location | 737 Bourke Street, Docklands Victoria 3008 |

If you need assistance or reasonable adjustments to fully participate in the application or recruitment process, please refer to '[NWMPHN Commitment](#)' section contained in this document below.

NWMPHN Values



About Us

Melbourne Primary Care Network Ltd (MPCN) trading as North Western Melbourne Primary Health Network (NWMPHN) is one of 31 Primary Health Networks (PHNs) across Australia, established by the Commonwealth Government in 2015 to improve the health of people who live in their region, particularly those most at risk of poor health outcomes. Everything we do is aimed at improving the health and wellbeing of our community. Our 5 strategic objectives from our [Strategic Plan](#) are:

1. To be a trusted partner in building a high-performing and sustainable health care system.
2. To listen to what people value in their health care and place this at the centre of all that we do.
3. To build the capability of primary health care providers.
4. To generate, translate and share data and evidence about population health needs and outcomes.
5. To work together to build a thriving organisation that is well-governed and financially and environmentally sustainable.

For more information, visit [our website](#).



North Western Melbourne Primary Health Network

Level 6, 737 Bourke Street, Docklands, VIC 3008 • ABN 93 153 323 436

T (03) 9347 1188 • F (03) 9347 7433 • E nwmpnh@nwmpnh.org.au • W nwmpnh.org.au

NWMPHN Position
Description - Workforce
Development Program
Officer 2026Version:
2.2

Date Approved: 20/02/2024
Next Review Date: 22/05/2026

Uncontrolled when printed
Date Printed: 4 June 2026

About the role

Supported by the Manager, Workforce Development, and the Workforce Development team. The Program Officer, Workforce Development is responsible for the planning, operation, management, delivery and reporting of the education and other workforce development programs for the primary health care workforce in the north western Melbourne region.

To effectively complete this work, the Program Officer will engage internally and externally to gain an understanding of the education needs of different primary health care stakeholders, such as general practice, allied health, pharmacists and aged care providers.

The Program Officer, Workforce Development will also have key role in supporting the implementation of the Commonwealth Government's Greater Choices in Palliative Care initiative and working with the Workforce Development Team, Quality Improvement, Palliative Care and other stakeholders in developing and implementing effective palliative care coordination and integration activities to support people who have a known life-limiting condition, by improving choice and quality of care and support in the home.

People with diverse backgrounds and lived experiences are strongly encouraged to apply for all roles at NWMPHN.

Key Responsibilities

Learning and Development

- Develop and support the delivery of education consistent with the quality standards of NWMPHN (including consistent approaches to marketing and communications, registration, events management, CPD compliance, primary care leadership, data capture and evaluation)
- Ensure NWMPHN's education program is highly accessible to primary health care providers through flexible participation options including: regional geographic delivery; webinar; online learning; online resources and toolkits, alternative methods of delivery
- Develop and maintain supporting documents and curate resources for the NWMPHN education program
- Ensure that any resources, materials, and other tools developed are geared toward practical implementation and are used to inform other NWMPHN programs and the online resource library.
- Provide oversight to ensure education adds value across NWMPHN programs.
- Actively support evaluation of the NWMPHN education program
- Contribute to the development and delivery of a learning and development strategy for primary health care education and workforce development in the NWMPHN region.
- Contribute to and support the delivery of workforce development strategic and operational projects including but not limited to the Commonwealth Government's Greater Choices in Palliative Care initiative.



North Western Melbourne Primary Health Network

Level 6, 737 Bourke Street, Docklands, VIC 3008 • ABN 93 153 323 436

T (03) 9347 1188 • F (03) 9347 7433 • E nwmpnh@nwmpnh.org.au • W nwmpnh.org.au

NWMPHN Position
Description - Workforce
Development Program
Officer 2026NWMPHN
Position Description

Date Approved: 20/02/2024
Next Review Date: 22/05/2026

Uncontrolled when printed
Date Printed: 4 June 2026

Stakeholder Engagement and Relationship Management

External:

- Engage with health care providers including, but not limited to, GPs, primary care nurses, practice managers, primary care support staff (administration/reception) pharmacists, allied health professionals, residential aged care providers, community palliative care providers and local hospitals
- Engage with peak bodies, professional bodies, other PHNs and other key stakeholders for the purpose of education delivery
- Support and provide guidance to local hospitals in the region to provide education to a primary health care audience.

Internal:

- Engage with the broader Primary Health Care Improvement team to align and coordinate general practice capability-building activities across the Directorate
- Engage with other PHN program teams to support planning, development and delivery of education and other capability building activities across the business, including online and face to face education and training, networking, communities of practice, and other activities.
- Support planning, development and delivery of NWMPHN strategic workforce development projects
- Participate as a member of the Workforce Development team and broader Primary Health Care Improvement team
- Support other Primary Health Care Improvement Directorate activities as required

Program Management

- Coordinate and plan proactively with other NWMPHN staff and other stakeholder using a project management approach.
- Lead and participate as a member of a project team to develop and deliver workforce development projects and activities

Networks, Data and Reporting

- Identify target primary health care stakeholders to be engaged.
- Ensure relevant feedback from providers is collected and informs the NWMPHN needs assessment, strategy and program implementation.
- Consistently measure the outcomes from education and continuously review and evaluate the approaches for ongoing development.

Commissioning

- Understand the impact of commissioning on the delivery of primary health care improvement
- Apply relevant policies and procedures, including the Commissioning Framework
- Undertake procurement and contract management processes
- Contribute to the NWMPHN understanding and experience of commissioning

Other related tasks and duties as determined by the CEO and/or your Executive Director, Health Systems Integration, that are consistent with a position of this band and skills requirement.



North Western Melbourne Primary Health Network

Level 6, 737 Bourke Street, Docklands, VIC 3008 • ABN 93 153 323 436

T (03) 9347 1188 • F (03) 9347 7433 • E nwmpnh@nwmpnh.org.au • W nwmpnh.org.au

NWMPHN Position
Description - Workforce
Development Program
Officer 2026NWMPHN
Position Description

Date Approved: 20/02/2024
Next Review Date: 22/05/2026

Uncontrolled when printed
Date Printed: 4 June 2026

Key Selection Criteria

Qualifications

- Qualifications in education, health promotion, health care or relevant experience in the development and implementation of education and training, preferably in a health setting.

Demonstrated skills, knowledge and experience in:

- Demonstrated experience in designing, developing and evaluating workforce development and capability building initiatives.
- Experience in effective stakeholder engagement and relationship development, ideally with health professionals.
- Well-developed written and oral communication and interpersonal skills, able to work proactively on a diverse range of projects with a diverse range of stakeholders.
- High level organisational and workload management skills, self-motivated with the ability to work independently and as part of a team to achieve organisational and program specific goals.
- 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.

Desired Requirements

- Experience or understanding of Residential Aged Care Homes and Community Palliative Care Services

Key Accountabilities for All NWMPHN staff:

- Culture
- Quality Management Systems (QMS)
- Information Security Management Systems (ISMS)
- Work Health and Safety (WHS)

For more information on Key Accountabilities, read [here](#)
Section 2 in [this document](#) applies for all Managers, Directors and Executive Directors.

Key Relationships

| Internal | External |
|--|---|
| Workforce Development Team | General Practice teams and individuals |
| Primary Health Care Improvement Team | Primary Health Care providers |
| NWMPHN Communications Team | Other PHNs |
| Integrated Care Team | Other health care stakeholders as required, including Residential Aged Care Staff and Palliative Care Providers |
| Insights, Performance and Digital Services | Peak bodies and other education providers |



North Western Melbourne Primary Health Network

Level 6, 737 Bourke Street, Docklands, VIC 3008 • ABN 93 153 323 436

T (03) 9347 1188 • F (03) 9347 7433 • E nwmpnh@nwmpnh.org.au • W nwmpnh.org.au

NWMPHN Position
Description - Workforce
Development Program
Officer 2026NWMPHN
Position Description

Date Approved: 20/02/2024
Next Review Date: 22/05/2026

Uncontrolled when printed
Date Printed: 4 June 2026

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. Working with Children Check

Employment is subject to a satisfactory Working with Children Check. This will be undertaken by the employee and paid for by the employer.

3. Current Driver's License and Reliable Vehicle

Rate for KM reimbursement is detailed in this [policy](#).

4. 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.

5. Physical Requirements and Work Environment

[The standard activities for administrative roles at NWMPHN](#) are applicable for this role. In addition, you will be required to: drive to external sites.

NWMPHN Commitment - Equal Employment Opportunity

We welcome applications from people with diverse backgrounds and lived experiences, including Aboriginal and Torres Strait Islander Peoples, People from Culturally and Linguistically Diverse (CALD) backgrounds, LGBTQIA+, People with disability, as diversity and inclusion drives our success.

We recognise the importance of attracting and retaining talent that reflects the diverse community we live in. Research shows that teams with diverse experiences and perspectives are more creative and better problem-solvers.

It is important to us that all candidates can participate equitably in the recruitment process. If you need assistance or adjustments to fully participate in the application or interview process, please contact the NWMPHN HR team at careers@nwmpnhn.org.au for a confidential conversation.

Supporting our employees balance their work and life commitments.

The nature and scope of flexible work options available will depend on the nature of the position. Applicants are encouraged to discuss flexible work arrangements with the hiring manager during the recruitment process.

Authorisation

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.



North Western Melbourne Primary Health Network

Level 6, 737 Bourke Street, Docklands, VIC 3008 • ABN 93 153 323 436

T (03) 9347 1188 • F (03) 9347 7433 • E nwmpnhn@nwmpnhn.org.au • W nwmpnhn.org.au

NWMPHN Position
Description - Workforce
Development Program
Officer 2026NWMPHN
Position Description

Date Approved: 20/02/2024
Next Review Date: 22/05/2026

Uncontrolled when printed
Date Printed: 4 June 2026

Appendix 1 - Competencies for Program Officer

Core skills for work

Navigate the world of work - Self manages personal development, takes initiative to build upon capabilities obtained via qualifications and/or experience. explores options when unsure about what to do or how to go about it and demonstrates the values of the organisation through projects and stakeholder engagement

Interact with others - Applies appropriate communication approaches using organisational practices and protocols in work context, recognises personal strengths and challenges associated with interacting with others in work contexts and identifies impact of own & others' emotions and behaviours when conflict arises

Get the work done - Plans routine tasks takes responsibility for decisions and actively contributes group/team problem solving and decision- making when required

Collective Commissioning

Leadership and change management - Contributes to the delivery of business plan activities, understands and communicates the role of the organisation and supports ongoing relationships with key stakeholders

Codesign and community development - Participates in codesign and community engagement activities, supports the management of key relationships with clinicians, consumers, carers and the community throughout the process and operates with cultural sensitivity

Population health - Participates in commissioning activities using organisational population health approach, has an awareness of local health needs and works with stakeholders and consumers in improving the health of priority populations

Collaborative arrangements – Undertakes activities to maintain collaborative and productive arrangements in a respectful and trusting manner, models transparency, data sharing and open dialogue and monitors and reviews arrangements to ensure effectiveness

Market management - Awareness of market characteristics, contributes to the implementation of market management activities and participates in the delivery of innovative procurement processes and practices

Organisational Capability - Participates in commissioning activity in accordance with organisational governance arrangements, policies procedures, systems and processes, raises opportunities to improve efficiency and effectiveness and models a quality improvement culture

