



Practice Support Officer (Dubbo)

Thank you for your enquiry.

This Information Pack is designed to inform you about the organisation and the role, identify the selection criteria we will be using to select the right candidates, and explain the application process. If you have any questions about this position after you have read this document, please contact Sonya Berryman on 1300 699 167.

The Western NSW Primary Health Network (WNSW PHN) is an independent, not-for-profit organisation funded by the Commonwealth Department of Health and plays a pivotal role in supporting GP General Practice and Primary Health Care services to better meet the health needs of the community and patients. 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.

The WNSW PHN works with a range of primary health care oriented councils and clinical service providers to plan and fund programs based on the health needs of the region in order to better connect local health services to meet local health needs.

Position Advertisement

Practice Support Officer

Location: Dubbo

Part-time maximum term contract until 30 June 2018

(with possibility of further extension)

The Western NSW Primary Health Network (WNSW PHN) is one of 31 Primary Health Networks across Australia established by the Australian Government to support frontline health 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. To achieve this, we work closely with general practice, other health care providers, Local Health Districts, hospitals and the broader community to align services with the health needs of the region.

The Practice Support Officer (PSO) works closely with other teams in the PHN to support GPs, general practice teams and broader Primary Health Care services to improve and better coordinate care through:

1. More efficient and innovative models of funding and/or co-commissioning which develop cost-effective frontline services, medical training, and regionally consistent and professionally recognised standards of clinical care, and;

2. Supported access to regional/local information systems and various other enablers such as clinical pathways, and emerging shared care and clinical information tools and processes.

The position will utilise a practice visit and support model which is based on best practice customer relations management principles. Engagement with practice GPs and clinical teams will be supported by an individual practice support plan developed in conjunction with the practice and informed by key local, regional and national priorities. Practice Support Officers will also be expected to take on a specialist role in relation to a number of the core activities. The PSO will develop advanced skills and expertise in these nominated areas and they will act as a specialist resource consultant for the Practice Support team and providers in the assigned areas. The PSO will be responsible for providing training and mentoring to other team members on the specific area of expertise and focus.

The successful applicant will possess the skillset and experience to:

- Attract and retain a sustainable and highly skilled primary care workforce that is well supported and professionally engaged;
- Identify needs and support the delivery of appropriate initiatives, which improve efficiency and effectiveness, and enhance primary care outcomes;
- Provide education, support and advice to primary health care providers and consumers to increase e-Health awareness and usage.
- Support GP and Primary Care service providers and systems improvements within the WNSW PHN region.

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

- Generous salary packaging up to \$15,900 per year
- Professional development opportunities
- Flexible working arrangements
- Supportive team environment
- Collaboration with passionate likeminded professionals
- Additional leave between the Christmas and New Year period
- Opportunities to be innovative

For an outline of responsibilities, selection criteria and information on how to apply, please refer to the Employment tab in the 'About Us' section of our website www.wnswphn.org.au/about-us/employment

Applications close Friday 27th October 2017

Guidelines for Applicants

These guidelines aim to assist you in submitting applications for advertised vacancies with the Western NSW PHN.

Applying for a position

The following may assist you in preparing your application:

- Obtain and carefully read the Information Package for the position of interest.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If you need to, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate your skills, experience, knowledge and ability against the selection criteria.
- 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 (for details see below). If, for any reason you cannot submit your application by the closing date, you should ring the contact officer 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 to attend an interview, please discuss these with the contact officer when the interview is being arranged.

What you need to include in your application

The WNSW PHN uses a streamlined approach to recruitment. All applications require:

1. A cover letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document)
3. Resume/Curriculum Vitae (CV) that should include information about:
 - a. contact details including telephone number and email address
 - b. education/qualifications
 - c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position

d. a summary of your skills

e. professional memberships

f. 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.

4. Any other supporting documentation, e.g. copy of your qualifications

Submitting your application

Applications should be submitted via email (by the closing date and time) to:

hr@wnswphn.org.au

or posted to:

Human Resources
Western NSW PHN
First Floor,
187 Brisbane Street
PO Box 890
Dubbo NSW 2830

Position Description

Position Title:	Practice Support Officer (PSO)
Position Location:	Dubbo
Position Reports To:	Primary Care Manager
Team:	Health Planning & System Improvement
Contract Type:	Maximum Term Part Time
Industrial Instrument:	Health Professionals & Support Services Award 2010
Position Classification:	TBC
Delegated Authority:	As defined in the Delegations Policy

Position Purpose

The Practice Support Team works collaboratively with primary health care professionals and general practices within the Western NSW Primary Health Network (WNSW PHN) area to:

- Attract and retain a sustainable and highly skilled primary care workforce that is well supported and professionally engaged;
- Identify needs and support the delivery of appropriate initiatives, which improve efficiency and effectiveness, and enhance primary care outcomes;

- Provide education, support and advice to primary health care providers and consumers to increase e-Health awareness and usage.
- Supports GP and Primary Care service providers and systems improvements within the WNSW PHN region.

This role also works closely with other teams in the PHN to support GPs, general practice teams and broader Primary Health Care services to improve and better coordinate care through:

1. More efficient and innovative models of funding and/or co-commissioning which develop cost-effective frontline services, medical training, and regionally consistent and professionally recognised standards of clinical care, and;
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The position will utilise a practice visit and support model which is based on best practice customer relations management principles. Engagement with practice GPs and clinical teams will be supported by an individual practice support plan developed in conjunction with the practice and informed by key local, regional and national priorities. Practice Support Officers will also be expected to take on a specialist role in relation to a number of the core activities. The PSO will develop advanced skills and expertise in these nominated areas and they will act as a specialist resource consultant for the Practice Support team and providers in the assigned areas. The PSO will be responsible for providing training and mentoring to other team members on the specific area of expertise and focus.

Key Responsibilities:

Responsibilities for this position include, but are not limited to:

- Develop and build relationships with general practices, providing support, networking, peer support, training and resources to help them improve practice efficiency and effectiveness.
- Work collaboratively with the practices and the Practice Support Team in developing quality improvement plans using models and systems tailored for their business and community including proactive patient risk and chronic disease information management, nurse led clinics, and coordinated multidisciplinary care.
- Provide advice, support and resources on the application and use of the business systems within the MBS (SIP/PIP) and PBS frameworks.
- Liaise with the Local Health District and other primary health care providers as required to facilitate effective communications and integration of health services.
- Collaborate with general practice, primary health care providers and stakeholders within the WNSW PHN area to improve partnerships for the delivery of Quality Health Information Programs (and other primary care and preventative health programs that may be developed in the future) to ensure these programs meet the needs of customers and the requirements of the funding bodies.

Competency Framework (refer to WHAL Competency Framework)	
Core Competencies	Role Requirement Level
Analytical Thinking	(4) – <i>Undertakes broader, complex analyses</i>
Initiative	(4) - <i>Takes action to realise future opportunities</i>
Customer Focus	(4) – <i>Delivers best practice customer service</i>
Learning Orientation	(3) – <i>Implements plans to ensure long-term knowledge and capability</i>
Results Focus	(3) – <i>Improves overall team performance</i>
Teamwork and Co-operation	(4) – <i>Builds team effectiveness</i>

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.
- 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.
- 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.

Selection Criteria:

Essential

- Tertiary qualifications in health, business, or similar; or equivalent work experience.
- Excellent interpersonal skills, including the ability to effectively liaise, consult and negotiate.
- Professional written and verbal communication skills.
- Demonstrated ability to manage multiple tasks and competing priorities in a timely manner.
- Sound computer literacy, including the ability to work with databases and provide technical support.
- Understanding of primary health care in a regional/rural setting, or the ability to rapidly acquire such knowledge.

Desirable

- Understanding of quality improvement models in general practice including data extraction tools.

Special Conditions:

- 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).
- Verification of current NSW Drivers Licence.
- Verification of comprehensively insured motor vehicle (if applicable to role).
- National Police check (if applicable to role).
- Working with Children check (if applicable to role).