



Program Support Officer - My Health Record Expansion Program (Dubbo & Orange)

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 Leigh Urquhart 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

Program Support Officer – My Health Record Expansion Program

Location: Dubbo – Part-time (30 hours per week)

Orange – Full-time (38 hours per week)

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.

This role will directly support the My Health Record Expansion Program through the activities specified in the WNSW PHN Provider Readiness Implementation Workplan and Communications and Consumer Engagement Activities to achieve the required Key Performance Indicators.

The successful applicant will possess the skillset and experience to:

- Work with the broader Digital Health Team

- Work closely and collaboratively with the General Practice Support Team
- Educate healthcare providers with key knowledge of the My Health Record Expansion (Opt Out), the benefits of the adoption of the My Health Record System and the understanding of options for consumers around Opt-Out
- Provide information on the My Health Record Expansion, the benefits of the My Health Record and the Opt Out process through local events targeting consumers and consumer groups.

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:	Program Support Officer – My Health Record Expansion Program
Position Location:	Dubbo/Orange
Position Reports To:	Digital Health Manager
Team:	Health Planning & System Improvement (Digital Health)
Contract Type:	Maximum Term Part Time/Full Time
Industrial Instrument:	Health Professional & Support Services Award 2010
Position Classification:	TBC
Delegated Authority:	As defined in the Delegations Policy

Position Purpose

The purpose of this position is to directly support the My Health Record Expansion Program through the activities specified in the Western NSW PHN Provider Readiness Implementation Workplan and Communications and Consumer Engagement Activities to achieve the required Key Performance Indicators.

The Program Support Officer will work with the broader Digital Health Team.

The Digital Health Team works closely and collaboratively with the General Practice Support Team.

The Program Support Officer will educate healthcare providers with key knowledge of the My Health Record Expansion (Opt Out), the benefits of the adoption of the My Health Record System and the understanding of options for consumers around Opt-Out.

The Program Support Officer will also provide information on the My Health Record Expansion, the benefits of the My Health Record and the Opt Out process through local events targeting consumers and consumer groups.

Key Responsibilities:

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

- Attend My Health Record Expansion Program support staff training sessions as required.
- Deliver GP Practice awareness of the My Health Record Expansion Program
- Deliver Community Pharmacist awareness of My Health Record Expansion
- Deliver Specialist Practice awareness of My Health Record Expansion
- Deliver Allied Health awareness of My Health Record Expansion
- Actively encourage Provider Registration and use of My Health Record
- Provide Aged Care support as requested by Providers for the My Health Record Expansion
- Conduct local events targeting key consumer groups to inform about the My Health Record Expansion
- Undertake community engagement activities in major population centres or with groups identified as at risk
- Contribute to increasing uptake of the My Health Record.
- Contribute to the development of the My Health Record Expansion Program and Digital Health program in WNSW PHN.
- Undertake other administrative duties as required in accordance with organisational and funding requirements.

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
- Extensive knowledge of the Australian primary healthcare system
- Proven work experience in Health Industry
- Demonstrated understanding of the My Health Record system and Digital Health
- Demonstrated ability to work with health information systems
- Excellent interpersonal skills, including the ability to effectively liaise, consult and negotiate
- Professional written and verbal communication skills
- Proven relationship builder with excellent interpersonal skills, including the ability to effectively liaise, consult and negotiate in a culturally diverse environment
- 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 some basic technical support
- Understanding of primary health care in a regional/rural setting, or the ability to rapidly acquire such knowledge

Desirable

- Project management experience
- Previous experience in a change management project

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).