



right **care**
right **place**
right **time**

phn
WESTERN NSW
An Australian Government Initiative

Information Pack for Advertised Positions

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.

Program Officer Mental Health, Alcohol & Other Drugs

Location: Dubbo, Orange, Bathurst, Broken Hill or Bourke

Full time maximum term contract to 30 June 2026 (with possibility of further extension)

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

The Western NSW Primary Health Network (WNSW PHN) funds a range of health services and programs to improve access to care and better health for our communities.

The commissioning of Mental Health, Alcohol and Other Drug (MHAOD) services in the Western NSW Primary Health Network (WNSW PHN) regions represents one of the key priorities for the organisation. The Program Officer – MHAOD will provide support to the organisation's work in transitioning and redesigning funded MHAOD services in the region.

To effectively drive this change, this role will build strong relationships with internal and external stakeholders to ensure support structures and frameworks are in place to facilitate change. Another focus will be delivering services and building the capacity of providers to work within the MHAOD stepped care model, as well as existing and newly redesigned models of care.

The Program Officer will provide high level project support for the commissioning, implementation and evaluation of MHAOD projects and is responsible for local coordination, development, and delivery of WNSW PHN initiatives Treatment Strategies.

The purpose of the strategies will:

- Address the emerging concern of workforce deficit in Western NSW with a view to create a whole new cohort of Alcohol and Other Drug (AOD) trained workers giving access to clients who require addiction management and AOD services.
- Improve the capacity and confidence of GPs to refer Alcohol and Other Drug (AOD) clients to access treatment including opioid clients, including non-opioid pain management alternatives, opioid withdrawal or reduction strategies and clients requiring prescription management following codeine up-scheduling.
- Increase access to services available primarily though general practice that can help clients, reduce, or withdraw from alcohol and other drugs.

The strategies include several areas for development including but not limited to:

- Specific capacity building in alcohol management strategies across General Practice.
- Support the response to Special commissions in the development of new initiatives.
- The development of new approaches for managing alcohol that can allow consumers to engage in treatment closer to home.
- Increased options for indigenous people to heal on country.
- Opioid prescribing reduction activities.
- GP led withdrawal, detoxification, and rehabilitation.
- Support training initiatives for Workforce development.

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

If you have any questions about this position after you have read this document, please contact **Linda Smith on 0439 404 122.**

Applications should be submitted via email by 11.59pm 02 June 2024 to: hr@wnswphn.org.au

Selection Criteria

Essential

- Demonstrated understanding of opportunities and challenges in the Mental Health & AOD sector in the Western NSW region.
- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety.
- Demonstrated understanding of issues affecting Aboriginal and/or Torres Strait Islander people, and the ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander People.
- Extensive demonstrated experience in a project management role with a sound knowledge of contemporary business and project management practices
- Proven capability in financial/budget management and KPI reporting to achieve outcomes under time pressures.
- Proven track record in stakeholder management, including an ability to build relationships and strategic partnerships.
- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people
- Advanced computer skills required for MS Office programs including Word, Excel, PowerPoint, and Project Plan development.

- Relevant Mental Health Alcohol and Other Drug sector experience particularly in rural and remote areas.
- Degree level qualification in Health, Business, Project Management, or related discipline.
- Well-developed analytical, problem solving and negotiation skills.
- Experience working in the health, NGO or community services sectors

About Western Health Alliance Ltd (WHAL) trading as Western NSW Primary Health Network (WNSW PHN)

The Western NSW 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 WHAL

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
- Professional development allowance and leave
- Family friendly and flexible working arrangements (including Hybrid model)
- Collaboration with passionate likeminded professionals
- 5 weeks annual leave
- Option to purchase an additional 2 weeks leave or cash out 2 weeks
- Additional leave between the Christmas and New Year period
- Fitness Passport
- 6 weeks paid parental leave
- Free Employment Assistance Program

Guidelines for applicants

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

For an outline of responsibilities, position description, 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

WNSW PHN is an Equal Employment Opportunity employer. Aboriginal and Torres Strait Islander people are encouraged to apply.

PLEASE NOTE:

As part of your application, you must provide a separate statement addressing each of the selection criteria as well as your resume. If you do not provide these two documents, your application will automatically not be accepted.

Applying for a position

- Obtain and carefully read the information pack 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, contact the appropriate person identified in the pack.
- 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. 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.

Include in your application

- A cover letter introducing yourself and outlining your interest in the position
- Statement addressing each of the selection criteria (as listed on the last page of this document)
- 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.

Submit your application

Applications should be submitted via email hr@wnswphn.org.au

Position Description

Position Title:	Program Officer Mental Health, Alcohol & Other Drugs
Position Location:	Dubbo, Orange, Bathurst, Broken Hill or Bourke
Position Reports To:	Portfolio Lead Mental Health Alcohol & Other Drugs
Portfolio:	Commissioned Services
Contract Type:	Maximum Term Full-time Contract
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2021
Position Classification:	Senior Support Officers – Level 3 Grade 3
Delegated Authority:	Nil - As defined in the Delegations Procedure

Position Purpose

The commissioning of Mental Health, Alcohol and Other Drug (MHAOD) services in the Western NSW Primary Health Network (WNSW PHN) regions represents one of the key priorities for the organisation. The Program Officer – MHAOD will provide support to the organisation's work in transitioning and redesigning funded MHAOD services in the region.

To effectively drive this change, this role will build strong relationships with internal and external stakeholders to ensure support structures and frameworks are in place to facilitate change. Another focus will be delivering services and building the capacity of providers to work within the MHAOD stepped care model, as well as existing and newly redesigned models of care.

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- Increased options for indigenous people to heal on country.

- Opioid prescribing reduction activities.
- GP led withdrawal, detoxification, and rehabilitation.
- Support training initiatives for Workforce development.

Key Responsibilities:

Responsibilities include, but are not limited to:

Project Coordination

- Prepare work plans, progress reports and budgets/financial statements as required.
- Coordinate all necessary administrative tasks and complete all project deliverables as required.
- Develop and manage efficient and effective evaluation tools to monitor performance.
- Ensure projects and planning are undertaken in accordance with relevant guidelines and requirements.
- Promote data collection that is relevant, timely, accurate and accessible for both planning and reporting purposes.
- Promote and apply best-practice project management methodologies to ensure timely achievement of deliverables and performance targets.

Program Deliverables

- In consultation with key stakeholders and the WNSW PHN Portfolio Lead – MHAOD, coordinate the preparation, implementation and monitoring of the new initiatives and the specific strategies that inform them.
- In consultation with the WNSW PHN Portfolio Lead – MHAOD, establish and coordinate systems to record the work undertaken using a variety of qualitative and quantitative measures.
- Support key stakeholders involved in the delivery of the program in locations in which they may be based.
- Ensure that activities are evidence-based and responsive to the needs and circumstances of local communities, General Practitioners including AMSs and others involved in the delivery of the program.
- Support the development of a range of plans and reports to meet the requirements of the Commonwealth, State, and other funders, as relevant.
- Undertake other planning and project activities as part of the MHAOD team, and the organisation more broadly.
- Provide support and assistance to other initiatives being undertaken where appropriate.

Establish and Sustain Effective Partnerships / Collaboration

- Form and sustain effective partnerships with a range of service providers and community groups involved in delivering drug and alcohol services.
- Ensure effective partnership supporting processes and frameworks are in place to facilitate change in delivering services and building the capacity of providers to work within the MHAOD stepped care model, as well as existing and newly redesigned models of care.

Commissioning

- Provide project support for the commissioning, implementation, and evaluation of MHAOD projects.
- Participate in evaluations to inform future directions of commissioning processes.
- Manage a timeline of tasks and deliverables that contribute to the delivery of the activities in the most effective and efficient manner for the commissioning of services.
- Identify opportunities to integrate and work collaboratively across other programs.

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

The 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 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) – <i>Undertakes broader, complex analyses.</i>
Initiative	(4) – <i>Takes action to realise future opportunities.</i>
Customer Focus	(3) – <i>Takes personal responsibility for customers.</i>
Learning Orientation	(3) – <i>Implements plans to ensure long-term knowledge and capability.</i>
Results Focus	(4) – <i>Drives broader business results.</i>
Teamwork and Co-operation	(3) – <i>Values others input.</i>
Direction Setting	(3) – <i>Aligns the strategy with broader/future organisational goals.</i>
Influencing & Negotiation	(3) – <i>Focuses on areas of interest to influence and adapts approach to fit audience.</i>
Conceptual Thinking	(3) – <i>Thinks creatively to pursue unique solutions.</i>
Planning & Coordination	(2) – <i>Organises plans and schedules own work, suggests and implements improvements work processes.</i>

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Essential

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- Extensive demonstrated experience in a project management role with a sound knowledge of contemporary business and project management practices
- Proven capability in financial/budget management and KPI reporting to achieve outcomes under time pressures.
- Proven track record in stakeholder management, including an ability to build relationships and strategic partnerships.
- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people
- Advanced computer skills required for MS Office programs including Word, Excel, PowerPoint, and Project Plan development.
- Relevant Mental Health Alcohol and Other Drug sector experience particularly in rural and remote areas.
- Degree level qualification in Health, Business, Project Management, or related discipline.
- Well-developed analytical, problem solving and negotiation skills.
- Experience working in the health, NGO or community services sectors

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:

- Based on our assessments for operating a safe workplace in compliance with our WHS obligations, an inherent requirement of this role is that you will need to provide confirmation and supporting proof that you have been fully vaccinated against COVID-19 or any comparable future virus. This ensures that you, employees and community's safety and wellbeing is at the forefront of our site-based work.

- 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).