

## POSITION DESCRIPTION

<b>Position title:</b>	Primary Care Project Officer
<b>Department:</b>	Operations
<b>Reports to:</b>	Primary Care Projects Lead
<b>Direct reports:</b>	nil
<b>Classification:</b>	3.2
<b>Hours per week:</b>	As per Contract of Employment
<b>Duration</b>	As per Contract of Employment

### Western Victoria Primary Health Network

Western Victoria Primary Health Network (WVPHN) is responsible for increasing the efficiency, effectiveness, and coordination of health services for patients, particularly those at risk of poor health outcomes.

Working together with community and health industry partners, WVPHN is committed to strengthening the primary healthcare system, based on local needs. Our four regional centres in Ballarat, Geelong, Horsham, and Warrnambool, drive local engagement and ensure strong rural and regional connections, through the development of local community and clinical councils.

#### Vision

Quality and accessible primary health care for Western Victoria

#### Values

**Respect:** listen, value and respond

**Connect:** engage, collaborate and empower

**Lead:** question, innovate and pioneer

#### Benefits of working with Western Victoria PHN

We pride ourselves on being a supportive and flexible working place that offers a great range of benefits:

- Generous salary packaging options up to \$15,990 + \$2,650 meals and entertainment
- Professional development allowance (\$1,200 per year) and leave
- Family friendly and flexible working arrangements
- Collaboration with passionate, likeminded professionals
- Option to purchase additional leave
- Additional leave between the Christmas and New Year period
- Up to 12 weeks paid parental leave
- Employee Assistance Program

## Position purpose

At Western Victoria Primary Health Network, we strive for continuous quality improvement that enhances care, supports evidence-based practice, creates efficiencies, and develop capacity and capabilities within primary care.

The Primary Care Project Officer position will work on projects that have a quality improvement focus across the primary care project space. They will support the Project Managers to develop, coordinate, and manage projects within Western Victoria Primary Health Network (WVPHN).

The position will work closely with the Projects team as well as the Practice Facilitation team to drive quality improvement projects within primary care. The Project Officer will be responsible for supporting key tasks and actions to enable timely delivery and organisation of projects in the primary care project team. The position will engage with external and internal stakeholders to deliver on project outcomes. The Project Officer will also be pivotal in enhancing and supporting other teams within the PHN, where needs arise.

## Key accountabilities

### **Project Management:**

- Contribute to the full life cycle management of the project. Contribute to and deliver in line with project timelines, on the project management plan, in line with the Project Management Office (PMO) methodology
- Support the Project Managers on the successful development, implementation, monitoring delivery and evaluation of the project/sub-projects within resourcing, timelines and budget parameters.
- Report on project progress to Project Manager and seek input and guidance as required by Project Manager for relevant decision-making processes.
- Support the Project Manager to coordinate and procure services with contract management responsibilities.
- Actively identify emerging pressures, issues and risks, and initiate management strategies to address them.
- Prepare a range of project related documents for key internal and external stakeholders as required, including status updates, briefings, and reports.
- Work collaboratively with other project team members to achieve the project outcomes
- Participate in primary care project team meetings and assist with reporting requirements internally.

### **Communications and Engagement**

- Effectively manage key stakeholder's expectations to support engagement and buy-in to positively influence the successful delivery of the project objectives.
- Support the development and implementation of a communications plan that builds relationships and connections that maintains a high level of awareness amongst key stakeholders, that facilitates information flow and promotes transparency and accountability.
- Provide excellent, high level, engaging communication across all relevant stakeholders using various formats.
- Support co-design activities with internal and external stakeholders consistent with the WVPHN Co-Design Framework.
- Work with the Practice Facilitation team to effectively engage with key stakeholders, driving and leading quality improvement activities within general practice.
- Work with the Workforce Development team to ensure training and learning objectives related to successful delivery of projects is undertaken.

## General

- Understand and comply with the Code of Conduct for employees and other related policies and procedures
- Demonstrate commitment to organisational values at all times
- Ensure that primary health care is promoted in a positive manner
- Adhere to and maintain confidentiality in accordance with the Confidentiality Statement

## WHS responsibilities

The Board of Directors and Executive Team recognise the moral and legal responsibilities in providing a working environment for its employees, volunteers, contractors, visitors, stakeholders and the general public, that is safe and healthy.

Western Victoria PHN promotes a safety culture throughout the organisation that ensures that every employee actively participates in the health and wellbeing of themselves and their co-workers. All employees are expected to embrace this culture in line with the values of the organisation. All staff are expected to be aware of and participate in their duty of care in the workplace as outlined in induction and organisational policies.

## Physical requirements and environmental conditions of the role

The following table identifies the physical and psychological work environment characteristics that are inherent requirements of the role. Where possible, Western Victoria PHN will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of their roles.

Required activities/working environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Rarely
Driving, in & out of vehicles	Occasionally
Walking, climbing stairs, bending	Occasionally
Working alone or at a co-located site	Occasionally
Confrontational/confronting situations (Due to the nature of our work there may be times when staff are exposed to behaviour, language and/or situations that can be confronting)	Rarely
Working outside in differing weather conditions	Never
Attending external locations	Occasionally

*A signed pre-existing condition declaration form is required to be completed prior to commencement.*

## Key Selection Criteria

### QUALIFICATIONS/EXPERIENCE/SPECIALIST KNOWLEDGE

#### Essential:

- Proven working experience in project management
- Relevant experience in health, specifically the primary care sector
- Experience undertaking Quality Improvement activities using the Plan, Do, Study, Act methodology
- Experience in stakeholder engagement and management
- Capacity to work both autonomously and in a team environment on a range of diverse issues to meet project or program quality requirements
- Solid organisational skills including attention to detail and multitasking skills.

#### Desirable:

- Project Management Professional (PMP) / PRINCE II certification is a plus
- Tertiary qualification in appropriate field of study or equivalent work experience
- Demonstrated experience working in primary care
- High-level information technology skills and strong working knowledge of Microsoft Office
- Proficiency with SharePoint and Smartsheet is an advantage
- Demonstrated experience in facilitating meetings and engaging multiple stakeholders in discussions

## Employment Requirements:

- Be prepared to undergo a National Police Check, prior to appointment
- A current Victorian driver's licence
- Evidence of current COVID-19 vaccinations

## Position enquiries

For further information regarding this position, please contact:

Clair McDonald, Senior Manager Primary Care Projects

Phone: 03 4310 5105

*This position description is subject to change in line with contractual requirements, the development of the organisation's strategic plan and operational needs.*