

## Position description

<b>Position</b>	Project Support Officer, Implementation Support Project		
<b>Purpose</b>	Provide high-level administration and project support to the PHN Cooperative Implementation Support Project		
<b>Approval date</b>	13/7/2022	<b>Approved by</b>	Philip Amos
<b>Location</b>	This is a national role, open to applicants located anywhere in Australia. The Project Coordinator will be employed by their local PHN as part of a virtual project team.		

## The PHN Cooperative

The CEOs of each of the 31 Primary Health Networks (PHNs) across Australia have formed the PHN Cooperative (the Cooperative). The Cooperative is an operational forum for PHN CEOs to shape and inform a shared agenda, to demonstrate the value of PHNs to key stakeholders and Government, and to actively engage with the Primary Health Care Reform agenda.

Brisbane North PHN is leading this recruitment process on behalf of the PHN Cooperative. The successful candidate will be employed by, and based at, their local PHN. The role is part of a virtual team reporting to the National Policy and Capacity Building Manager.

## Key outcome areas

The Project Coordinator will deliver the Implementation Support Project, a national capacity building project to support Australia's 31 PHNs to establish a national mental health assessment and referral phone service (the Head to Health phone service). The Head to Health phone service is a Commonwealth funded initiative to improve access to mental health services in the community and will integrate with new Head to Health centres and satellites, PHN commissioned mental health services, and the Head to Health digital platform transformation projects.

The Department of Health has commissioned the PHN Cooperative to act as a central facilitator of collaboration, capacity building and knowledge transfer as the phone service is established and commences operating nationally from 1 July 2022

### Role-specific

- support the delivery of the Implementation Support Project work plan in collaboration with the Project Coordinator and National Policy and Capacity Building Manager
- support information sharing and capacity building across the PHN network to support the establishment of the Head to Health phone service in each PHN region
- develop, maintain and distribute project resources and materials to a national network of PHN stakeholders
- support the delivery of both face-to-face and online workshops including arranging Community of Practice meetings, webinars, and project meetings
- undertake administrative support including maintaining databases of stakeholder details across all 31 PHNs and Department of Health and Aged Care teams.
- coordinate meetings and workshops with internal and external stakeholders including preparing agendas, minutes and arranging meeting bookings, calendar invites and logistics.

## General

- regularly attend team and staff meetings
- contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values
- abiding by the organisation's Code of Conduct and implementing all policies and procedures correctly and recommending quality improvements
- communicate effectively and respectfully with all members of the organisation and external stakeholders
- record all interactions in the CRM and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- comply with reporting requirements as directed by your manager
- deal with sensitive information in a confidential and professional manner
- complete other reasonable duties and projects as required to meet organisational objectives.

## Reporting relationships

### Relationships

Reports to: National Policy and Capacity Building Manager, Mental Health

Direct reports: None

## Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

### Qualifications and experience

1. Qualifications/ demonstrated experience in a range of administrative and project support including organising meetings, taking minutes and diary management in a computerised work environment
2. Intermediate to advanced skills in Microsoft Word, Outlook, Excel and PowerPoint
3. Exemplary phone and customer service skills, including experience dealing with confidential and sensitive information in a professional manner
4. Knowledge of the primary healthcare industry and mental health service provision, or ability to acquire that knowledge quickly.
5. Demonstrated ability to manage own workloads and outputs while ensuring projects or tasks are completed within agreed timeframes.
6. Excellent interpersonal and communication skills including the ability to consult, negotiate and liaise effectively with a diverse range of people.

### Desirable (non-essential)

- a lived experience of mental illness and/or caring for someone with a mental illness.

**Other**

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)