

## Position Description

<b>Position</b>	Group Support Officer – Program Operations
<b>Business Unit</b>	Health Service Commisisoning
<b>Reports to</b>	Manager – Program Operations
<b>Terms and Conditions of Employment</b>	In accordance with the current industrial Enterprise Agreement and Contract of Employment
<b>Classification/ Salary Stream</b>	Officer – Functional (Senior Administration Officer)
<b>Length of Position</b>	As per Contract of Employment (subject to ongoing funding from the Australian Government Department of Health)
<b>Location</b>	As per Contract of Employment Primary Health Tasmania provides services across Tasmania

## Organisational overview

Primary Health Tasmania is a non-government, not-for-profit organisation working to connect care and keep Tasmanians well and out of hospital. The organisation is one of 31 similar bodies established around Australia on 1 July 2015 as part of the Primary Health Networks Program – an Australian Government initiative.

The Government has set the following objectives for primary health networks nationally:

- increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes; and
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

More information is available on the primary health networks website [www.primaryhealthtas.com.au](http://www.primaryhealthtas.com.au)

A critical key to achieving the organisational objectives is a workforce which is flexible and responsive. Central to performance are the competencies – the knowledge, skills and abilities that Primary Health Tasmania employees must demonstrate to perform their roles effectively. These competencies are described in this position description and the Primary Health Tasmania Competency Framework.

PHT supports organisational wide competency building, and a more flexible and responsive Primary Health Tasmania workforce that is well equipped to deliver innovative and creative health system integration and redesign to its stakeholders and the community.

## Position purpose

The Group Support Officer – Program Operations works as part of the team as a significant contributor to the activities of the Program Operations business unit.

Supporting the team by providing high level administrative and program/project support, such as maintenance of information and systems, stakeholder engagement support, document development and participation in planning and reporting activities.

## Key relationships

Internal	External
Program Operations Team	Primary Health stakeholders and partners, including service providers/suppliers
Management Team and Executive	Subject Matter Experts – including but not limited to quality and safety, digital health, priority population groups,
Other Group Support Officers	Government agencies – Federal and State (including the Tasmanian Health Service)
Corporate, Procurement and Finance teams	
Planning and Evaluation and other PHT functional areas	

## Responsibilities and accountabilities

- Providing high quality project/program support contributing to the business area and organisation's ability to develop, deliver and implement a range of services and initiatives that result from Primary Health Tasmania's responsibilities.
- Contributing to the delivery of effective project/program and process coordination across the business area including:
  - Maintaining and supporting business operating systems (e.g. SharePoint team site; CRM; Open Windows, Tasmanian Health Directory, business area project action plan etc.);
  - Assisting in planning, and executing technical aspects of the business area team work program as needed (e.g. finding information, collating and collecting data and information to cater for different audiences; etc);
  - Providing support in the development and production of documentation, correspondence, website content and other resources; and
  - supporting the planning and conducting of events, meetings and other engagement processes.
- Providing professional and responsive engagement with stakeholders and providers as part of project/programmed work.
- Delivering business area functions relevant to the role, demonstrated through business area team performance indicators, targets and reporting
- Ensuring strong collaboration and teamwork within and across functional areas.

## Competencies required for the role

The Primary Health Tasmania Competency Framework applies to all Primary Health Tasmania employees, across all occupational groups.

## Competency Summary

- A full list of competencies with behavioural indicators are provided **in the Primary Health Tasmania Competency Framework** listed on the Primary Health Tasmania website.

- The behavioural indicators provided in the **Competency Framework** provides detailed examples of the types of behaviours that would be expected at each competency level and should be reviewed in conjunction with the role's Responsibilities and Accountabilities.

#### Competency matrix

<b>Personal attributes</b> - Adapt and respond to change - Display resilience and courage - Act with Integrity - Manage Self	<b>3</b> <b>3</b> <b>2</b> <b>3</b>	<b>Relationships</b> - Communicate effectively - Commit to Customer Service - Influence and Negotiate - Work Collaboratively	<b>3</b> <b>3</b> <b>3</b> <b>3</b>
<b>Results</b> - Deliver results - Plan and Prioritise - Think and solve Problems - Demonstrate Accountability	<b>3</b> <b>3</b> <b>3</b> <b>3</b>	<b>Business support</b> - Finance - Technology - Procurement and Contract management - Project Management	<b>2</b> <b>2</b> <b>2</b> <b>3</b>
<b>People leadership and management</b> - Lead, Manage and Develop People - Inspire Direction and Purpose - Optimise Business Outcomes - Manage Reform and Change	<b>1</b> <b>1</b> <b>1</b> <b>1</b>		

4 - Highly advanced

3 - Advanced

2 - Intermediate

1 - Foundational

#### Selection criteria – skills, qualifications and experience

##### Essential

- Experience and/or qualifications in a project management environment requiring the ability to support the planning, implementation and evaluation of multiple activities and programs.

##### Desirable

- Demonstrated experience in developing and/or maintaining effective and efficient systems to ensure high performance in a busy work environment.
- Demonstrated experience in finding, collating and analysing information, leading to formulating conclusions/learnings and presenting information in a written form.
- High level skills in the development of resources and materials, including website content, resource publications, reports and presentations.
- Demonstrated organisational skills and ability to work unsupervised and to meet deadlines including the capacity to work under pressure in an environment of change.
- Demonstrated ability to work effectively and flexibly within teams, work in partnership with external stakeholders and operate effectively in a contemporary office environment.
- An understanding of and/or experience working in the primary health environment.
- Current drivers licence

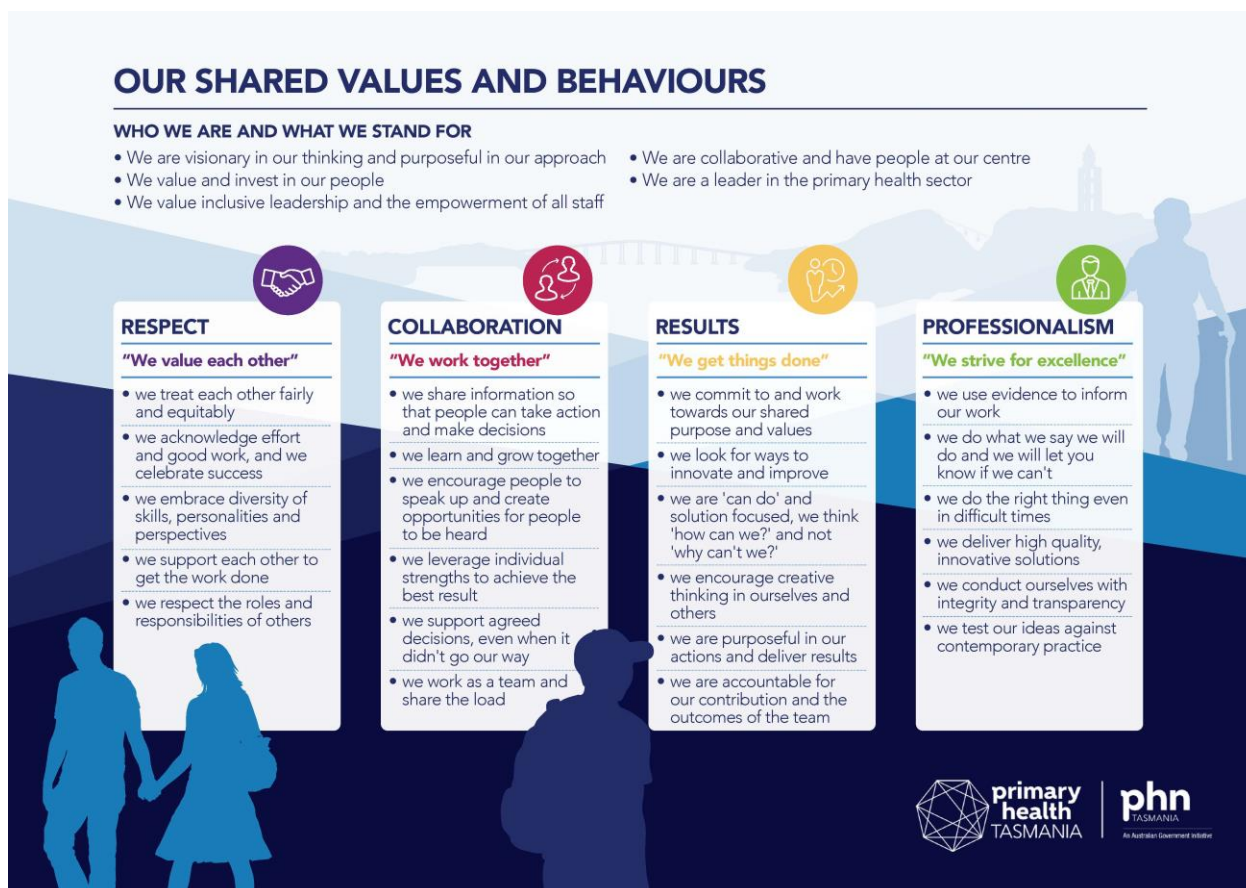
## Working environment

Primary Health Tasmania operates from three administrative centres in Hobart, Launceston and Ulverstone. Intrastate and interstate travel will be required.

## Our Shared Values and Behaviours

The following core values and behaviours underpin the work of Primary Health Tasmania. These core values and behaviours are fundamental to the organisation and the way in which Primary Health Tasmania staff and management engage with each other and with stakeholders.

In your role you are expected to comply with Primary Health Tasmania's Code of Conduct and demonstrate the following values and behaviours:



### OUR SHARED VALUES AND BEHAVIOURS

**WHO WE ARE AND WHAT WE STAND FOR**

- We are visionary in our thinking and purposeful in our approach
- We value and invest in our people
- We value inclusive leadership and the empowerment of all staff
- We are collaborative and have people at our centre
- We are a leader in the primary health sector

RESPECT	COLLABORATION	RESULTS	PROFESSIONALISM
<b>"We value each other"</b>	<b>"We work together"</b>	<b>"We get things done"</b>	<b>"We strive for excellence"</b>
<ul style="list-style-type: none"> <li>• we treat each other fairly and equitably</li> <li>• we acknowledge effort and good work, and we celebrate success</li> <li>• we embrace diversity of skills, personalities and perspectives</li> <li>• we support each other to get the work done</li> <li>• we respect the roles and responsibilities of others</li> </ul>	<ul style="list-style-type: none"> <li>• we share information so that people can take action and make decisions</li> <li>• we learn and grow together</li> <li>• we encourage people to speak up and create opportunities for people to be heard</li> <li>• we leverage individual strengths to achieve the best result</li> <li>• we support agreed decisions, even when it didn't go our way</li> <li>• we work as a team and share the load</li> </ul>	<ul style="list-style-type: none"> <li>• we commit to and work towards our shared purpose and values</li> <li>• we look for ways to innovate and improve</li> <li>• we are 'can do' and solution focused, we think 'how can we?' and not 'why can't we?'</li> <li>• we encourage creative thinking in ourselves and others</li> <li>• we are purposeful in our actions and deliver results</li> <li>• we are accountable for our contribution and the outcomes of the team</li> </ul>	<ul style="list-style-type: none"> <li>• we use evidence to inform our work</li> <li>• we do what we say we will do and we will let you know if we can't</li> <li>• we do the right thing even in difficult times</li> <li>• we deliver high quality, innovative solutions</li> <li>• we conduct ourselves with integrity and transparency</li> <li>• we test our ideas against contemporary practice</li> </ul>

**primary health TASMANIA** | **phn TASMANIA**  
An Australian Government Initiative



Mr Phil Edmondson  
Chief Executive Officer

June 2019



Employee's signature:

Date:     /     /

Manager / Supervisor signature:

Date:     /     /