

Practice Support and Development Officer

Department: Primary Care Improvement
Team: Primary Care Development Manager
Reports to: Practice Support and Development Team Lead N/A

Organisational Environment

Primary health networks (PHNs) have been established with the key objectives of increasing the efficiency and effectiveness of primary health care services for individuals, particularly those at risk of poor health outcomes. They also aim to improve coordination of care to ensure people receive the right care in the right place at the right time.

The central and eastern Sydney catchment spans 667 square kilometres, stretching from Strathfield to Sutherland, as far east as Bondi, and also includes Lord Howe Island and Norfolk Island. We are the second largest PHN across Australia by population, with more than 1.4 million individuals residing in our region. Our boundaries also align with those of South Eastern Sydney Local Health District and Sydney Local Health District.

Our Vision

Supporting, strengthening and shaping a world class, person centred primary health care system.

Our Purpose

Working in partnership with our GPs, allied health professionals, nurses, local health districts and networks, our local communities, non-government organisations and our other health professionals and services to improve health, facilitate seamless care and address local health needs for the people who live in, work in and / or visit central and eastern Sydney, Lord Howe Island and Norfolk Island.

Our Goals

- Improve health outcomes and address health needs.
- Support our primary health care professionals and services.
- Work in partnership to facilitate person centred seamless care.

Our Values

- Learning and Growth
- Integrity
- Collaboration

Purpose of Role

The Practice Support Development Officer is responsible for providing support to general practice and allied health practices across the Central and Eastern Sydney PHN (CESPHN) region in the areas of accreditation, practice management, and workforce support.

Reporting to the Practice Support and Development Team Leader, this role will work towards the provision of professional, efficient and effective health service delivery to improve overall quality of care.

Key Responsibilities

- Provide accreditation support to general practices according to the RACGP 5th edition Standards via face to face, phone, email.
- Provide information and orientation to general practice staff including GPs, GP Registrars and Practice Nurses
- Provide support to general practice on Practice Incentive Program (PIPs), Service Incentive Program (SIPs), MBS items and Chronic Disease Management (CDM) items;
- Provide support to general practices on PIP QI – application, meeting the criteria (including support with IM/IT tools such as PenCat or Polar), developing quality improvement activities
- Assist in organising education workshops with a general practice management perspective such as infection control, workplace health and safety, triage, and cultural awareness.
- Provide information to newly opened practices and identify and address needs regarding retiring GPs, closing or amalgamating practices;
- Collaborate with GP training providers and universities to support GP registrars, medical students, and nursing graduates to further their skills within the primary care setting;
- Undertake administrative tasks such as production and distribution of correspondence, reports and / or presentations relating to the program area/s;
- Ensure timely input of all required detail into CESPHN's client relationship management data base;
- Attend and minute relevant internal and external Committee meetings as directed, documenting decisions;
- Monitor and report on program activities and outcomes, highlighting identified areas for improvement and key trends and implement evaluation plans as directed;
- Contribute to the development and maintenance of program protocols and undertake quality management practices in accordance with best practice and appropriate accreditation standards;
- Remain abreast of relevant industry or legislative changes, and utilise expert knowledge in emerging trends to provide advice;
- Ensure consumers' rights are protected adhering to legislative and regulatory compliance related to privacy and confidentiality at all times;
- Seek opportunities to work collectively with internal staff to improve project and practice outcomes within the primary care setting;
- Participate in team meetings, collaborative planning activities and quality assurance activities; and
- Develop and maintain effective working relationships with senior managers, planning and operational and other stakeholders including RACGP, APNA, AAPM, LHDs, LHNs and NGOs;

Person Centred Medical Neighbourhood (PCMN) Program support:

- Support the Team Leader, Practice Support and Development to facilitate the PCMN program

- Undertake activities outlined in the approved activity workplan and/or person-centred care
- documentation and facilitate the program output, specifications and relevant resources.
- Liaise with health professionals, the community, service providers and other relevant stakeholders to provide input into the program.
- Work with CESPHN teams (e.g. Practice Support Team, Digital and QI Team, Immunisation) to integrate the PCMN framework into the practice support model.
- Provide support and direction to practices facilitating a PCMN model based on Boehm 10 building blocks.
- Perform other duties commensurate with skills and experience as require.

Details of relationships relevant to this role

Internal Stakeholders:

This position works across the whole the whole organisation

External Stakeholders:

General practices and their staff (Nurses, managers, practice staff)

- SESLHD and SLHD public health units
- NCIRS
- AAPM
- APNA
- GP Synergy
- Universities
- NPS MedicineWise

Selection Criteria - Essential

- Tertiary qualifications in a health or science field and/or experience in a relevant health and/or practice management field.
- Significant experience in delivering programs or services in an efficient, timely manner and within budget guidelines.
- Strong organisational skills and the ability to work under pressure and achieve outcomes in complex and challenging environments.
- Proven high level written, verbal and electronic communication skills.
- Excellent ability to effectively engage a wide range of stakeholders including the Local Health Districts, non-government organisations, community organisations, universities, clinicians, and the community.
- Comprehensive knowledge of Microsoft Office based computing applications, e.g. Excel, Word, Database, SharePoint etc.
- Possession of a current NSW driver's licence and access to own vehicle.

Selection Criteria - Desirable

- Current and demonstrated knowledge of health facilities within the CESPHN area and community programs and services relating to the primary health care environment.
- Digital Health experience in one of the following: Data Quality Improvement; Secure Messaging Delivery, My Health Record.

Core Competencies

- **Managing Change:** The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.
- **Customer Orientation:** The ability to demonstrate strong customer focused support and stakeholder engagement in all business-related activities.
- **Analytical Thinking:** The ability to clearly analyse a situation and seek out relevant information needed to address issues using a logical, systematic and sequential approach.
- **Verbal and Written Communication:** The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.
- **Teamwork:** The ability to contribute and work collaboratively as part of a high performing team.
- **Initiative:** The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.
- **Influencing Others:** The ability to confidently negotiate with internal and external stakeholders to influence decision making and achieve desired outcomes.

To apply, please submit:

- 1 Resume
- 2 A separate document addressing each of the selection criteria below, providing specific examples.

(Note: ONLY applications addressing the criteria will be considered)

Selection Criteria:

- Can you tell us your about experience in delivering projects in an efficient, timely manner and within budget guidelines. What are the key challenges you have had to address in managing these projects?
- A key aspect of this role will be stakeholder management. Can you outline your experience in stakeholder management and indicate how you have been successful in getting strong stakeholder commitment to the projects you have managed?
- A maximum of 300 words per question is required.

For more information contact Jan Sadler on 02 9304 8626 or email at j.sadler@cesphn.com.au

To submit an application, please email to recruitment@cesphn.com.au

Closing date: Sunday, 15 September 2019

CLICK FOR FURTHER
INFORMATION AND
TO APPLY