



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 Manager Primary Care Access

Location: Dubbo, Orange, Bathurst or Broken Hill

Full time permanent contract

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

The Program Manager Primary Care Access is responsible for providing subject matter leadership, expertise and advice to inform Western NSW Primary Health Network's (WNSW PHN) approach to After Hours, Urgent Care, Homelessness, and Culturally and Linguistically Diverse services and ensure the health needs of our communities are addressed.

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

If you have any questions about this position after you have read this document, please contact **Nik Todorovski on 0428 249 132**.

The salary for this position is Level 5, Grade 1 (\$111,589 + superannuation).

Applications should be submitted via email by 11.59pm 28 July 2025 to:
hr@wnswphn.org.au

Selection Criteria

Essential

- Graduate Degree qualifications in field relevant to the portfolio or substantial experience in the After Hours, Urgent Care, Homelessness, and Culturally and Linguistically Diverse services field.
- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety.

- Demonstrated knowledge and understanding of After Hours, Urgent Care, Homelessness, and Culturally and Linguistically Diverse service priorities at local, State and Commonwealth levels.
- Experience in interpreting research evidence and applying it to service design or delivery.
- Understanding of commissioning in the healthcare sector.
- Ability to lead a team and manage remotely located direct reports.
- Capacity to travel within Western NSW and holds a current driver's licence

Desirable

- Post graduate level qualifications in relevant portfolio field.
- Existing networks with groups relevant to portfolio.
- Knowledge and understanding of program logic and measuring outcomes.
- Experience working in the health, NGO or community services sectors
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.
- Demonstrated high-level information communication technology skills.

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

- 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 Work With Us tab in the 'About' section of our website <https://wnswphn.org.au/workwithus>

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 Manager Primary Care Access
Position Location:	Dubbo, Orange, Bathurst or Broken Hill
Position Reports To:	General Manager Commissioning
Portfolio:	Commissioning and Engagement
Contract Type:	Permanent Full-time
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2021
Position Classification:	Level 5, Grade 1
Delegated Authority:	Level 3 - As defined in the Delegations Procedure

Position Purpose

The Program Manager Primary Care Access is responsible for providing subject matter leadership, expertise and advice to inform Western NSW Primary Health Network's (WNSW PHN) approach to After Hours, Urgent Care, Homelessness, and Culturally and Linguistically Diverse services and ensure the health needs of our communities are addressed.

Key Responsibilities:

Responsible for WNSW PHN's approach to After Hours, Urgent Care, Homelessness, and Culturally and Linguistically Diverse services, including the design, establishment and monitoring of key program priorities in this space. The role will have overarching responsibility for services commissioned by WNSW PHN, these may include, but are not limited to:

- After Hours Clinics
- After Hours Grants
- Urgent Care Service

Planning and Needs Assessment

- Understand the needs and gaps in After Hours, Urgent Care, Homelessness, and Culturally and Linguistically Diverse services across the region.
- Establish local After Hours, Urgent Care, Homelessness, and Culturally and Linguistically Diverse service priorities that are also informed by relevant State and Commonwealth initiatives.
- Lead the development of a regional After Hours plan.

Service Commissioning and Delivery

- Development of annual planning to inform the organisation's approach to After Hours, Urgent Care, Homelessness, and Culturally and Linguistically Diverse services program activity.
- Ensure service design is informed by the WNSW PHN Needs Assessment, current evidence-based literature, consumer/lived experience feedback and is underpinned by the Quintuple Aim.
- Ensure service design includes evaluation measures to appropriately demonstrate commissioned services outcomes.
- Ensure that Aboriginal Health is embedded in the design of commissioned services.
- Contribute to internal procurement processes, including preparation of relevant documentation and participation in tender evaluations as required.
- Lead innovation through collaboration, co-design, and co-commissioning.
- Ensure achievement of identified priority actions within the Regional After Hours Plan.
- Ensure all program funds are allocated to services/activities in a timely manner.

Monitoring, Reporting and Evaluation

- Develop and implement mechanisms to monitor, report and evaluate the effectiveness of the key program priorities in the primary care access portfolio.
- Work in collaboration with the Contracts and Service Performance team to contribute to the monitoring of service contracts.
- Complete all required program reporting for funding agencies.

Stakeholder Relationships

- Build and maintain strong sector relationships and networks to maximise opportunities for collaboration and ensure knowledge base is current.
- Work closely with commissioned services providers in the implementation of outcomes-based service delivery.
- Build strong relationships across the PHN network, exploring opportunities for cross-boundary learning and collaboration.

Line Management

- Provide effective leadership, management and direction to the team.
- Ensure that the team understand the objectives and direction of WNSW PHN and their part in achieving those objectives.
- Responsible for the achievement of team's outcomes and for setting and reviewing performance objectives and managing the annual performance review process for team.

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: (refer to WHAL Competency Framework)

Core Competencies	Role Requirement Level
Analytical Thinking	(4) - Undertakes broader, complex analyses: Collates and analyses large amounts of variable information. Uses several analytical techniques to understand all of the various factors (e.g. cost, resources, standards, technology,

	equipment etc.) making up a complex problem. Synthesises information, identifies several solutions and assesses the business and technical value of each to determine the best course of action.
Initiative	(4) - Takes action to realise future opportunities: Anticipates and prepares for specific future opportunities or problems that might not be obvious to others. Will take independent action to create opportunities or to deal with possible problems before they emerge. Typically looks and thinks up to 12 months ahead.
Customer Focus	(4) – Delivers best practice customer service: Takes practical steps to add value and improve things for the customer. Proactively anticipates customer needs to improve relationships and ensures that responsible groups are appropriately resourced to meet customer needs. Contacts others who are not personally involved to hear their views and get background information. Will independently use discretion in the face of uncertainty to solve customer problems
Learning Orientation	(4) - Expands existing boundaries of knowledge: Uses experience to contribute to broadening and developing the organisation's body of specialised professional/technical knowledge and understanding.
Results Focus	(4) - Drives broader business results: Continually sets challenging goals that drive for improved performance across the business and align with and/or exceed the requirements in the Business Plan. Develops longer term strategies that make performance improvements within a broader operating and business agenda and impact across a number of organisational areas.
Teamwork and Co-operation	(4) - Builds team effectiveness: Acts to promote a positive work environment to maximise performance of a team. Involves contributing to the selection of the right mix of people to maximise team spirit and cooperation, celebrating success, and dealing with conflict.
Direction Setting	(4) - Conceptualise and design business strategy: With direction from board and relevant stakeholders, conceptualises and designs business strategy linked to the achievement of the business vision.
Influencing & Negotiation	(4) - Uses a range of influencing strategies: Uses more subtle or indirect strategies to manage complex politics and influence others in getting support for significant activities.

	Understands how senior managers think and seeks to involve them up-front in discussing potential actions. Anticipates resistance/questions of the target audience. Builds and uses networks and contacts to get additional information and seek support. Is able to market and sell concepts and ideas in order to influence, by striving to understand people's mindset, is frequently talking to others to win them around to a proposed perspective.
Conceptual Thinking	(4) - Clarifies complex information relating to broad business opportunities: Challenges assumptions about the way things are done in order to develop solutions. Develops new ways of thinking on complex issues, considering the businesses direction and values and can simplify complex or new ways of thinking into a form "lay" people understand. Is sought by others to participate in developing leading-edge solutions to continuously improve business processes.

Selection Criteria:

Essential

- Graduate Degree qualifications in field relevant to the portfolio or substantial experience in the After Hours, Urgent Care, Homelessness, and Culturally and Linguistically Diverse services field.
- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety.
- Demonstrated knowledge and understanding of After Hours, Urgent Care, Homelessness, and Culturally and Linguistically Diverse service priorities at local, State and Commonwealth levels.
- Experience in interpreting research evidence and applying it to service design or delivery.
- Understanding of commissioning in the healthcare sector.
- Ability to lead a team and manage remotely located direct reports.
- Capacity to travel within Western NSW and holds a current driver's licence

Desirable

- Post graduate level qualifications in relevant portfolio field.
- Existing networks with groups relevant to portfolio.
- Knowledge and understanding of program logic and measuring outcomes.
- Experience working in the health, NGO or community services sectors

- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.
- Demonstrated high-level information communication technology skills.

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:

- 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).