



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.

Quality & Safety Officer

Location: Dubbo, Orange or Bathurst

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 Quality & Safety Officer plays a key role in supporting and enhancing the quality, safety, and compliance standards across WNSW PHN's operations. This position is responsible for ensuring adherence to quality frameworks, compliance with regulatory requirements, and promoting a culture of continuous improvement. The Quality & Safety Officer will work closely with all departments to provide guidance on quality and safety matters, helping to create a safe, effective, and client-centred environment.

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

If you have any questions about this position after you have read this document, please contact **Nicole Maher on 0483 130 963**.

The salary for this position is Level 3, Grade 3 (\$95,267 + superannuation).

Applications should be submitted via email by **11.59pm 19 August 2025** to:
hr@wnswphn.org.au

Selection Criteria

Essential

- Minimum Certificate IV and/or equivalent industry experience in accreditation, quality improvement, policy and procedure development.
- Demonstrated experience working with recognised quality standards such as ISO, NSQHS, HSQF and Australian Business Excellence Framework, and implementing accreditation processes from beginning to end.
- Demonstrated experience in developing and maintaining an internal quality management system, including document management.
- Demonstrated high level communication skills, both written and verbal and proven effective project and stakeholder management skills.
- Demonstrated experience in preparing quality business documents with attention to detail, including business and project plans, policy, procedure, reports and briefing papers.
- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety.
- Capacity to travel within western NSW and hold a current driver's licence.

Desirable

- Bachelor level degree qualification in health, business, social sciences or another relevant field.
- Experience working in risk management and internal audit.
- 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.

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:	Quality & Safety Officer
Position Location:	Dubbo, Orange or Bathurst
Position Reports To:	Manager Governance & Company Secretary
Portfolio:	Corporate Services and Governance
Contract Type:	Permanent full time
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2021
Position Classification:	Level 3, Grade 3
Delegated Authority:	Nil

Position Purpose

The Quality & Safety Officer plays a key role in supporting and enhancing the quality, safety, and compliance standards across WNSW PHN's operations. This position is responsible for ensuring adherence to quality frameworks, compliance with regulatory requirements, and promoting a culture of continuous improvement. The Quality & Safety Officer will work closely with all departments to provide guidance on quality and safety matters, helping to create a safe, effective, and client-centred environment.

Key Responsibilities:

Responsibilities include, but are not limited to:

Quality Management System

- Work collaboratively with the Manager Governance and Company Secretary , WNSW PHN management and wider team to support and further develop existing Quality and Risk Management Systems.
- Lead the WNSW PHN's accreditation projects from developing, achieving and maintaining accreditation.
- Maintain a working knowledge of industry legislative and accreditation requirements.
- Act in an advisory capacity to staff on quality management systems and improvement processes.
- Produce quality business documents with attention to detail, including business and project plans, policy, procedure, reports and briefing papers.

Policy and Procedure Development

- Development and review of Policy and Procedure.
- Contribute to the development of Promapp's for relevant policies and procedures.

Document Management

- Development of a Quality Management System folder.
- Review, maintain and update WNSW PHN's Document Control Register.
- Review, maintain and update WHALeNET and GovernRight document libraries.

Communication and Stakeholder Engagement

- Develop and maintain relationships with stakeholders and regulatory bodies.
- Demonstrate constructive working relationships and information exchange across the organisation, including working closely with internal subject matter experts.
- Manage confidential and sensitive information in a professional manner.

Training and Support

- Develop and deliver training to educate staff on quality and safety practices, compliance requirements and risk management.
- Provide support and guidance to staff to enhance understanding and implementation of quality and safety procedures.

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 Key Behaviours (refer to WHAL Competency Framework)	
Core Competencies	Role Requirement Level
Analytical Thinking	(3) – Sees multiple links
Initiative	(3) - Is decisive and takes accountability in situations that call for prompt direction
Customer Focus	(3) – Takes personal responsibility for customers
Learning Orientation	(3) - Implements plans to ensure long-term knowledge and capability
Results Focus	(3) - Improves overall team performance
Teamwork and Co-operation	(3) - Values others input
Direction Setting	(2) - Aligns activities with the longer-term perspective
Influencing & Negotiation	(2) - Persuades others with facts
Conceptual Thinking	(3) - Thinks creatively to pursue unique solutions
Planning & Coordination	(3) - Monitors and facilitates others' activities

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- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

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).

