

Primary Care Improvement Support Officer

- **Mascot location / Working from Home Available**
- **Close to train station!**
- **Salary packaging available**
- **Full time position.**

About us

Central and Eastern Sydney PHN is a Not-For-Profit Primary Health Care Organisation covering Sydney Local Health and South Eastern Sydney Local Health District regions.

Our aim is to increase the efficiency and effectiveness of primary health care services for patients particularly those at risk of poor health outcomes; and improve coordination of care.

PHNs are new and exciting additions to the primary health care landscape. You can find out more about this PHN at www.cesphn.org.au.

About the Role:

The Primary Care Improvement Support Officer provides support to the Digital Health and Quality Improvement team and Practice Support and Development team to facilitate the delivery of business operations across both teams.

The role will also be responsible in triaging incoming calls for the Digital Health and QI team and the Practice Support team on a daily basis in addition to assisting with an array of projects.

Your responsibilities will be:

- Work collaboratively with team members to support projects and initiatives to maximise productivity and achieve deliverables against key milestones and targets.
- Undertake research, scoping and stakeholder engagements in whole team projects
- Update information in CRM database and monitor data accuracy, proactively identifying and escalating potential errors as required.
- Participate in team meetings, collaborative planning activities and quality assurance activities.
- Assist with developing, monitoring and reporting on data for the purpose of analysis in tracking engagement activities, registrations and usage of software across healthcare providers.
- Complete any necessary administrative tasks, such as the triaging of emails, inputting/updating data into Salesforce, invoicing and resource requirements in accordance with CESPHN policies and procedures.
- Assist with the preparation and distribution of communications for the team and act as a central point of contact for both internal and external stakeholders for enquiries.

- Perform other duties commensurate with skills and experience as directed by the Digital Health and QI Manager.

Please address the selection criteria in your cover letter or your application will not be considered.

Selection Criteria - Essential

- High level organisational skills, with proven ability to work autonomously as well as effectively as a member of a high performing team.
- Intermediate to advanced knowledge of Microsoft Office based computing applications, e.g. Excel, Word, Database, PowerPoint and database applications
- Good oral and written communication skills
- Experience in communicating with health care professionals and consumers
- Ability to work as part of a team, in a fast paced environment
- Ability and willingness to assist with educational workshops, including attending event and developing quality education resources.

Selection Criteria - Desirable

- An understanding of the primary health care environment

You must address the criteria in your cover letter and send your cover letter and resume to: recruitment@cesphn.com.au

Closing date: 12 February 2021

If you have any questions about the role contact **Alex Dolezal 1300 986 991**.

CESPHN is an equal employment opportunity employer committed to equity, diversity and social inclusion. Applications are encouraged from Aboriginal and Torres Strait Islander people.

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INFORMATION
AND TO DOWNLOAD THE
POSITION DESCRIPTION**