

Position Description

Position	Primary Health Care Support Officer
Project	Primary Health Care Improvement and Proactive Shared Care Integrated Delivery Model
Purpose	To provide practice support to Primary Health Care in particular General Practice and Allied Health in line with GCML projects
Last Reviewed	30/10/2014

Medicare Locals

Medicare Locals were established in 2011 as a key component of the Australian Government's national health reforms.

The Government's vision for Medicare Locals is a national network of organisations whose focus is on enabling local communities to access the health care they need, when they need it and to fill the gaps in health care services for those communities.

Medicare Locals will work alongside hospital networks, public and private health providers and community based organisations to better integrate services and to identify gaps in healthcare delivery at a local level.

The first Medicare Locals were established in July 2011 by divisions of general practice, a network of government funded organisations which have been engaging with and supporting general practitioners to improve their business and clinical management for over 15 years.

While Government funded, Medicare Locals are independent organisations and are not government bodies. For more information about Medicare Locals see www.yourhealth.gov.au

Gold Coast Medicare Local

The Gold Coast Medicare Local (GCML) is an independent, locally run, not-for-profit company. It aims to improve the health and wellbeing of the Gold Coast community by working in partnership with health and community services such as general practice; allied health; mental health; aged care and youth services. The GCML's focus is also on community engagement - building a partnership with the community in promoting, improving and managing their own health and wellbeing and that of our Gold Coast community. In this way community members also become a partner in decision making about their own health and wellbeing and the ways to better design and deliver services and supports to the community as a whole.

For more information see www.healthygc.com.au

Key Accountabilities

- With the Primary Health Care Support Team
 - identify and respond to local needs with regard to practice support and quality improvements
 - provide Help Desk advice regarding medical software, reminder / recall systems, data collection, emerging health and Medicare information including new initiatives and MBS item numbers, immunisation, chronic disease management, prevention and eHealth.
 - facilitate quality improvement activities with and between primary health care providers
- Facilitate activities to improve the capacity of primary health care providers to deliver quality health services

- Foster collaboration and support between General Practices and other primary care services including Allied Health
- Contribute to Continuing Professional Development opportunities for General Practitioners, Nurses and other professionals working in primary care
- Be familiar with service integration activities and electronic communication systems
- Demonstrated ability to Interact professionally and develop relationships with a wide range of internal and external stakeholders
- Demonstrated ability to establish and maintain sustainable partnerships

GCML responsibilities

General:

- Represent the organisation on relevant committees, advisory groups, and events as they relate to the role and organisational objectives.
- Ensure regular attendance at team, and GCML staff meetings
- Operate as an effective member of the team to achieve the objectives of the organisation and other key performance indicators.
- Contribute to the pursuit of excellence through promoting and maintaining team spirit and abiding by the GCML Code of Conduct, values and implementing all policies and procedures correctly.
- Actively participate in a working environment supporting quality Human Resource Management practices with particular reference to employment equity, anti-discrimination, occupational health and safety, and ethical behaviour
- Complete other reasonable duties and projects as required to meet organisational objectives or as instructed by your Manager
- Contribute to the leadership and good governance of the GCML in delivering its strategic objectives
- Willingness and ability to work flexible hours in line with the availability of key stakeholders
- A current Driver's License and use of a personal vehicle is required to complete the duties of this position. Work related mileage will be reimbursed in line with GCML Travel and Reimbursement Fact Sheet

Communication:

- Communicate effectively with all members of GCML.
- Maintain up to date records in the GCML database; ensuring information is accurate and accessible by other team members.
- Comply with reporting requirements by collecting, collating and communicating all relevant data to the appropriate internal and external stakeholders, as directed by your Manager.

Quality:

- This position is encouraged to recommend policy/procedure changes in the interests of continuous quality improvement.

Work Health & Safety:

- Contribute to maintaining a safe workplace and culture
- Be aware and work within the requirements of the Work Health and Safety Act 2011.

Project Specific Functions/criteria

Network of Organisational Relationships

Internal Contacts

This position works closely and collaboratively with:

- Director Primary Health Care, Support and Improvement
- Program Managers
- GCML Primary Health Care Support and Improvement Team

External Contacts

It is expected that this position will have contact with external stakeholders such as:

- Primary Health Care Service providers (GP, Allied Health, Residential Aged Care Facilities & Community Organisations)
- Queensland Health

Reporting Relationships

Reports to: Primary Health Care Program Manager

Direct reports: Nil

Level of Delegation

Nil

Key Selection Criteria

Qualifications

- Demonstrated recent and significant experience working in Primary Health Care in particular General Practice (within the last 12 months)

Knowledge and Skills

- Demonstrated knowledge and understanding of Australia's Health Care System, particularly areas that relate to Primary Health Care Service Provision,
- Demonstrated knowledge of, or participation in, Continuous Quality Improvement activities in particular those relating to:
 - Immunisation
 - Chronic Disease Management
 - Primary Health Care Service Provision
 - eHealth – in particular ePIP requirements, PCeHR, secure messaging
- Demonstrated knowledge and ability to support use of General Practice software
- Demonstrated knowledge and ability to support use of data extraction tools in particular Pen Computer Systems Clinical Audit Tool (PEN cat)
- Excellent communication skills – verbal and written
- Excellent time management skills and the capacity to perform within strict timelines without compromising the quality of information and/or performance ,
- Demonstrated ability to use initiative to solve problems and multi task to achieve results in a changing environment

- Strong Microsoft Office skills especially in:
 - Word; ability to develop and format documents
 - Excel spreadsheets and reports
 - PowerPoint presentations
 - Outlook
- Proven ability to think conceptually, analyse complex issues and develop innovative solutions and strategies within organisational constraints

Note

Interview will include a practical component requiring candidates to:

- Perform basic activities in practice software (open patient file, book appointment etc)
- Collect and analyse data from PEN cat
- Facilitate a continuous quality improvement meeting scenario including setting outcomes and key performance indicators aimed at improving process or clinical outcomes in a General Practice setting