Position Description

General Information

Position:	**Project Officer** (**Primary Sense Help Desk**)
Purpose:	The Project Officer will contribute to the development, provision, coordination and reporting of Primary Sense help desk support services to achieve strategic objectives and the operational plan of GCPHN.
Last Reviewed:	13 September 2021

About the Organisation

Strategic Statement: Building one world class health system for the Gold Coast.

Strategic Goals:

- Improve coordination of care to ensure patients receive the right care at the right place at the right time.
- Increase efficiency and effectiveness of health services for patients particularly those at risk of poor health outcomes.
- Engage and support general practice and other stakeholders to facilitate improvements in our local health system.
- Be a high performing efficient and accountable organisation.

Values:

- Sustainable – Efficient, Effective, Viable
- Collaborative – Partnerships, Integrated, Engaged
- Innovative – Flexible, Pioneering, Evolutionary
- Influential – Visible, Valued, Courageous
- Evidence Based – Research, Documenting, Transparent
- Accountable – Respect, Responsible, Outcomes

Key Accountabilities

Primary Sense Project Support:

- Support installations of Primary Sense software in General Practice and provide level 1 Help Desk Support to end users and stakeholders based on agreed scripts and solutions.
- Appropriately escalates to level 2 support when support requests are out of scope for level 1 support
- Coordinate and support project activities to ensure day-to-day operational needs are met.
- Promptly attend to incoming help desk calls and direct to the appropriate staff as related to project needs.
- Professional level of communication and administration of project activities, supporting practical logistical tasks such as scheduling, organising meetings and other administrative requirements.
- Assist in maintaining project schedules, including tasks such as integrating and updating requirements, tracking deliverable dates and ensuring those responsible for these work areas are updated.
- Complete other reasonable duties and projects as required to meet organisational objectives or as instructed by the Manager.
- Monitor and report on the progress of approved project deliverables, including performance indicators, targets and budgets, to ensure quality outputs.
- Assist stakeholders to operationalise Primary Sense to ensure high quality outcomes are sustained over time.

- Interpret and comply with Program Guidelines, Accreditation Standards, Clinical Governance Frameworks and Policy to ensure that Primary Sense is implemented according to approved agreements, project deliverables, performance indicators and targets.
- Monitor performance of Primary Sense end users and other stakeholders to achieve deliverables in the project plan and service agreement.

Communication:

- Contribute to internal and external communications for the Primary Sense project, to ensure GCPHN staff and stakeholder groups are fully aware of progress of the project.
- Contribute to timely, high quality advice, briefings, reports and correspondence to the Program Manager, CEO and relevant stakeholder groups.
- Liaise and negotiate with stakeholders to ensure the various elements of the project are developed and delivered in a coordinated, timely manner.
- Comply with reporting requirements by collecting, collating and communicating relevant data to the appropriate internal and external stakeholders, as directed by the Program Manager.
- Educate, present and disseminate information to a diverse range of stakeholders, by attending meetings, conducting consultations and facilitating events and forums as required.

Information Access and Use Management:

- Comply with the Information Management Policy Framework.
- Contribute to the safe collection, storage, access/disclosure, use, retention and disposal of data.
- Report any breach or perceived breach of the Australian Privacy principles to their manager.

Productive Working Relationships:

- Participate in team, staff and other meetings identified by the Program Manager, from time to time.
- Operate as an effective member of the team to achieve the strategic objectives of the organisation and identified key performance objectives.
- Share knowledge and information with others, encourages collaboration and supports the ongoing change in the health sector.

Quality Improvement:

- Contribute to the development, implementation and review of Primary Sense Help Desk Support resources to achieve and maintain continuous quality improvement.
- Recommend sustainable policy/procedure changes in the interests of continuous quality improvement.
- Contribute to the pursuit of excellence through promoting and maintaining team spirit and abiding by the GCPHN Code of Conduct 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, work health and safety, and ethical behaviour.
- Continually work towards self-improvement and the improvement of others to achieve best practice.
- Maintain data integrity within all systems used.

Operational:

- Report against key performance indicators and provide input to evaluate and monitor services delivered or commissioned by the Gold Coast Primary Health Network.
- Represent organisation on relevant committees, working groups and events as they relate to the role.
- Complete other reasonable duties and projects as required to meet organisational objectives or as instructed by your Manager
- Be accountable and contribute to GCPHN being a high performing organisation.

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.

Capabilities for the Role

Within the context of the responsibilities described above, the ideal applicant will be someone who:

Supports strategic direction - *Proactively analyses and evaluates information and displays innovative thinking and is solutions focussed.*

Achieves results - *Works independently and collaborates with others to achieve results. Displays a strong work ethic and resilience.*

Builds productive relationships - *Builds trust and effectively works together with a diverse group of internal and external stakeholders.*

Displays personal drive and integrity - *Displays judgement, initiative and professionalism. Seeks to continually learn and develop.*

Communicates with influence - *Communicates information in a clear and effective manner for the target audience.*

Selection Criteria

Essential:

- Knowledge and entry level competency in the use of information systems and software applications i.e. Microsoft Office 365, Jira, Confluence or similar.
- Ability to deliver system use and technical support via a help desk model
- Ability to deliver a high level of customer service within a multi-disciplinary team environment supporting project and operational deliverables.
- Demonstrated ability to plan, organise, set priorities, and meet deadlines, accompanied by an ability to handle a number of tasks concurrently with minimum supervision.
- Sound knowledge and experience of administrative practices, procedures and processes.
- Demonstrated high level communication and interpersonal skills both written and verbal including the ability to interact effectively with a range of internal and external stakeholders. Can communicate technical information to a non-technical audience.
- Ability to work independently as well as effectively in a team environment, share knowledge and work cooperatively to achieve outcomes and support productive working relationships.
- Ability to work collaboratively with a range of stakeholders, to identify the Primary Health Care needs of the Gold Coast Community and recommend initiatives to improve these.
- Proven ability to think conceptually, analyse complex issues and develop innovative solutions and strategies within organisational constraints and budgets
- Demonstrated ability to actively participate in a working environment that demonstrates the values of quality, professionalism, teamwork and performance.
- Willingness and ability to work flexible hours in line with the availability of key stakeholders.
- Self-sufficient in the use of IT - Word, Excel, PowerPoint, Project Management tools and data bases.

Desirable:

- Relevant tertiary qualifications.
- Two (2) years of experience in a help desk or other technical support environment highly preferred.

Reporting Relationships

Reports to: Senior Project Officer, Primary Health Care

Direct Reports: As required.

DOCUMENT CONTROL

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Human Resources	CEO	1.0
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REVISION RECORD

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