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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.

Education Coordinator

Location: Bathurst

Full time maximum term contract to 30 June 2026 (with possibility of further extension)

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

The WNSW PHN funds a range of health services and programs to improve access to care and better health for our communities.

The Education Coordinator is responsible for the planning, development and implementation of the WNSW PHN Continual Professional Development (CPD) Program for primary health care professionals. The role is heavily reliant on the ability to develop strong working partnerships with both internal and external stakeholders.

The role contributes to the identification of needs and support the delivery of appropriate CPD focused initiatives which will improve efficiency, effectiveness, and outcomes of primary health care services.

The provision of a strong CPD Program will also contribute to attracting and retaining a sustainable highly skilled primary health care workforce that is well supported and professionally engaged.

The position is to be based in Bathurst.

If you have any questions about this position after you have read this document, please contact **Katie Prior on 0409 850 368**.

Applications should be submitted via email by 11.59pm 17 January 2025 to:
hr@wnswphn.org.au

Selection Criteria

Essential

- Diploma or above qualifications in health, social science, community development, business, education or similar.
- Demonstrated ability in the planning, coordination and facilitation of training and/or education programs, ideally in a health setting.
- Understanding of primary health care system in a regional or rural setting.
- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety.
- Excellent interpersonal skills, including the ability to effectively liaise, consult and negotiate in a culturally diverse environment.
- Advanced computer skills required for MS Office programs including Word, Excel, PowerPoint, Teams, Managing Webinar Platforms and databases.
- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Degree qualifications in health, social science, community development, business, education or similar.
- Demonstrated experience in a similar role.
- Ability to manage multiple tasks and competing priorities in a flexible and timely manner.
- Demonstrated experience in hosting virtual meetings and webinars.
- Proven track record in stakeholder management, including an ability to build relationships and strategic partnerships.
- 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 Employment 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:	Education Coordinator
Position Location:	Bathurst
Position Reports To:	Senior Manager Primary Care Development and Training
Portfolio:	Primary Healthcare Integration and Reform
Contract Type:	Maximum Term Full-time Contract
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2021
Position Classification:	Senior Support Officer – Level 3, Grade 3
Delegated Authority:	Nil - As defined in the Delegations Procedure

Position Purpose

The Education Coordinator is responsible for the planning, development and implementation of the Western NSW Primary Health Network (WNSW PHN) Continual Professional Development (CPD) Program for primary health care professionals. The role is heavily reliant on the ability to develop strong working partnerships with both internal and external stakeholders.

The role contributes to the identification of needs and support the delivery of appropriate CPD focused initiatives which will improve efficiency, effectiveness, and outcomes of primary health care services.

The provision of a strong CPD Program will also contribute to attracting and retaining a sustainable highly skilled primary health care workforce that is well supported and professionally engaged.

Key Responsibilities:

Event Coordination

- Facilitate CPD to primary health care professionals across the WNSW PHN region; including coordinating Face to Face events, Coordinating and Running Webinars and ECHO Network Series.
- Availability to attend CPD events as required, this includes evening and weekend sessions.
- Seek funding to assist with the provision of education to General Practice, including event sponsorships.
- Implement the Royal Australian College of General Practitioners QI&CPD and Australian College of Rural and Remote Medicine PDP programs as per Provider Agreements.

- Develop and implement a quality, evidence based, best practice CPD Program that is aligned to the strategic direction of WNSW PHN and the identified needs of Primary Health Care Professionals across the region.
- Represent WNSW PHN at appropriate forums, meetings and workshops, this may involve travel out of the region.

Relationship Management

- Work collaboratively across WNSWPHN teams to implement ECHO (Extension for Community Health Outcomes) as part of the WNSWPHN Education Program.
- Develop and foster relationships and networks in the broader community and with prospective partners to enable efficient planning, resourcing and provision of primary health care focused CPD.
- Collaborate with regional stakeholders in the development of CPD opportunities and activities.
- Liaise with the Team and GP Education Advisors in the planning, implementation and evaluation of CPD activities.
- Work with General Practitioners, practice staff, primary health care professionals and WNSW PHN staff to determine the evolving support requirements in relation to CPD issues.

Reporting and Analysis

- Keep accurate data and complete accurate and timely reporting in relation to all education events.
- Ensure relevant documentation is maintained for planning, implementation, and evaluation of CPD activities.

Work Health and Safety

- Take reasonable care of his or her own health and safety and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply so far as is reasonably able, with any reasonable instruction by management and 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) – <i>Sees multiple links</i>
Initiative	(3) – <i>Is decisive and takes accountability in situations that call for prompt direction</i>
Customer Focus	(3) – <i>Takes personal responsibility for customers</i>
Learning Orientation	(2) – <i>Takes initiative to learn beyond the scope of current role</i>
Results Focus	(3) – <i>Improves overall team performance</i>

Teamwork and Co-operation	(3) – <i>Values others input</i>
Influencing & Negotiation	(2) – <i>Persuades others with facts</i>
Planning & Coordination	(3) – <i>Monitors and facilitates others' activities</i>

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- Proven track record in stakeholder management, including an ability to build relationships and strategic partnerships.
- 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.

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:

- Based on our assessments for operating a safe workplace in compliance with our WHS obligations, an inherent requirement of this role is that you will need to provide confirmation and supporting proof that you have been fully vaccinated against COVID-19 or any comparable future virus. This ensures that you, employees and community's safety and wellbeing is at the forefront of our site-based work.
- 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).