



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.

Senior Practice Development Officer

Location: Dubbo, Orange, Bathurst or Broken Hill

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 Senior Practice Development Officer is responsible for advancing the initiatives of the Practice Development team by collaborating closely with primary healthcare (PHC) organisations. This role focuses on building organisational capacity and capability, supporting essential business functions to promote long-term sustainability, resilience, and the future-readiness of primary healthcare. The Senior Practice Development Officer will work collaboratively with teams across the Western NSW Primary Health Network (WNSW PHN), drawing on shared expertise to achieve both service excellence and organisational goals.

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

If you have any questions about this position after you have read this document, please contact **Natalie Camilleri** on **0437 692 614**.

Applications should be submitted via email by 11.59pm 12 January 2025 to:
hr@wnswphn.org.au

Selection Criteria

Essential

- Tertiary qualifications in health, business, or similar; or equivalent relevant work experience.
- Demonstrated experience working in Primary HealthCare in a regional, rural or remote setting.
- Demonstrated understanding of and commitment to cultural safety and experience working within Aboriginal Health Services would be an advantage.
- Demonstrated interpersonal skills, relationship management skills, including the ability to effectively liaise and negotiate in a culturally diverse environment (both internally and externally) and to manage change effectively.
- An understanding of quality and safety in healthcare including Accreditation Standards, evidence-based practice, and how to develop and implement CQI methods to drive quality and safety activities.
- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Demonstrated understanding of health technologies, health information systems, and ability to learn new software applications and implement them in a Primary Healthcare setting.
- An understanding of the current funding to support primary care including Medicare Benefits Scheme, Pharmaceutical Benefits Scheme, Practice Incentive Payments,
- An understanding of primary health care in a regional, rural, and remote setting would be an advantage.
- 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:	Senior Practice Development Officer
Position Location:	Bathurst, Orange, Dubbo or Broken Hill
Position Reports To:	Manager Practice Development
Portfolio:	Primary Health Care Integration & Reform
Contract Type:	Maximum Term Full-time or Part Time Contract
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2021
Position Classification:	Senior Support Officer – Level 3, Grade 4
Delegated Authority:	Nil - As defined in the Delegations Procedure

Position Purpose

The Senior Practice Development Officer is responsible for advancing the initiatives of the Practice Development team by collaborating closely with primary healthcare (PHC) organisations. This role focuses on building organisational capacity and capability, supporting essential business functions to promote long-term sustainability, resilience, and the future-readiness of primary healthcare. The Senior Practice Development Officer will work collaboratively with teams across the Western NSW Primary Health Network (WNSW PHN), drawing on shared expertise to achieve both service excellence and organisational goals.

Through a coaching model the Senior Practice Development Officers will support practices, identifying their strengths and developmental needs, strengthen their maturity, and increase the adoption of enablers in their journey towards high performing primary care providers. This work will have a strong focus on improving the care and the health outcomes for Aboriginal and Torres Strait Islander people and the wider population.

A key focus for the Senior Practice Development Officer will be the sustainability of primary care in small towns. This team will support practices, Aboriginal Health Services (Aboriginal Community Controlled Health Organisations (ACCHOs) & Aboriginal Medical Services (AMSs)) and wider PHC providers to understand current and future funding opportunities including the optimisation of MBS and Practice Incentive Payments. Through their work they will help identify vulnerable practices early and work to support them. They will draw on the support of the wider PHC Development team to support improvement initiatives that build practice sustainability and optimise remuneration. To assist with recruitment and retention issues and succession planning and enhance integration at a local level to strengthen the use of enablers and technology, build local partnerships and collegial networks.

Key Responsibilities:

<p>Relationships and Stakeholder Engagement/Management</p> <ul style="list-style-type: none">• Establish and maintain strong relationships with General Practitioners and primary care providers in the region through: regular purposeful and structured interactions that may be face to face, email, phone, CPD events, networking events or Communities of Practice (CoP). Engage these providers in the process of an annual Maturity Assessment and development of a subsequent Practice Development Plan with progress reports and feedback to practices to enhance their maturity under the WNSW PHN Higher Performing Primary Care Framework.• Act as the conduit between the providers and other PHN portfolios to ensure strong lines of communication, collaboration and identify the specific needs of the organisational partner and recruit wider PHN support as required.	25%
<p>Business Support and Optimisation</p> <ul style="list-style-type: none">• Provide skill building, support and mentoring General Practitioners and primary healthcare (PHC) organisations to ensure they are confident and competent with business optimisation including accreditation requirements, Medicare Benefits Scheme optimisation, practice tools and digital technology, and improved compliance with Practice Incentive Programs.• Assess and monitor the maturity level of primary care organisations and support the movement towards Higher performing Primary care. Tracking improvements as well as practices in decline to highlight both success and identify risks to practice viability and sustainability.• Support General Practitioners and primary healthcare (PHC) organisations through a coaching model that will support practices to identify their strengths and developmental needs, strengthen their maturity, and increase the adoption of enablers in their journey towards HPPC.• Understand and implement the effective use of data to drive improvement under the Quadruple Aim of primary care.• Support widely the ACCHS organisations in meeting KPI's to increase care and outcomes for Aboriginal and Torres Strait Islander people and the wider population.	25%
<p>Reporting</p> <ul style="list-style-type: none">• Maintain ongoing records related to the practice initiatives, performance and relationship management with each organisation in the CRM.• Implement, manage, and evaluate the Practice Development team's performance measures.	20%

<ul style="list-style-type: none"> Engage providers in the process of an annual Maturity Assessment and development of a subsequent Practice Development Plan with progress reports and feedback to practices to enhance their maturity under the WNSW PHN Higher Performing Primary Care Framework. 	
<p>Develop and Maintain Resources</p> <ul style="list-style-type: none"> Develop and maintain the appropriate resources, website content, CPD and training events to help create access to high quality resources that will embed learnings and support independent practice utilisation of resources to continue their journey towards being high performing centre of primary care organisations. Maintain the CRM and an accurate profile of primary care in the region. Develop ways to understand barriers but to also acknowledge success and celebrate wins through media, publication or presentations. 	10%
<p>Strategic Alignment</p> <ul style="list-style-type: none"> Understand and work to strengthen the ability for WNSW PHN to deliver on its strategic purpose to improve health outcomes in alignment with the identified health priorities for the region. Influence the broader WNSW PHN understanding of the place-based needs, issues and priorities as they relate to general practice, Aboriginal Health Services and wider PHC organisations at a local or regional level; based on intelligence and knowledge from working at the service delivery level in each community. 	10%
Other responsibilities as delegated within the role or scope of the position.	10%

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 (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	(4) Delivers best practice customer service.
Learning Orientation	(3) Implements plans to ensure long-term knowledge and capability.
Results Focus	(3) Improves overall team performance.
Teamwork and Co-operation	(4) Builds team effectiveness.
Direction Setting	(3) Aligns activities with the longer-term perspective.
Influencing and Negotiation	(3) Focuses on areas of interest to influence and adapts approach to fit audience.

Conceptual Thinking	(3) Thinks creatively to pursue unique solutions.
Judgement & Decisiveness	(3) Makes quality decisions without complete information.
Planning & Co-ordinating	(3) Monitors and facilitates other's activities
Developing Others	(3) Provides specific on-the-job coaching and support to achieve short to medium term goals.
Leading the Team	(2) Provides direction

Selection Criteria:

Essential

- Tertiary qualifications in health, business, or similar; or equivalent relevant work experience.
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- Demonstrated interpersonal skills, relationship management skills, including the ability to effectively liaise and negotiate in a culturally diverse environment (both internally and externally) and to manage change effectively.
- An understanding of quality and safety in healthcare including Accreditation Standards, evidence-based practice, and how to develop and implement CQI methods to drive quality and safety activities.
- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Demonstrated understanding of health technologies, health information systems, and ability to learn new software applications and implement them in a Primary Healthcare setting.
- An understanding of the current funding to support primary care including Medicare Benefits Scheme, Pharmaceutical Benefits Scheme, Practice Incentive Payments,
- An understanding of primary health care in a regional, rural, and remote setting would be an advantage.
- 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).