

POSITION TITLE	Practice Support Special Projects
REPORTS TO	Team Leader, Primary Care & Chronic Disease
DIRECT REPORTS	Nil
TEAM	Primary Health & Commissioned Services
LOCATION	WQPHN Office
POSITION CLASSIFICATION	Level 4
RELEVANT AWARD & CLASSIFICATION	Award Free
EMPLOYMENT STATUS & HOURS	Part Time 0.5 FTE, 38 hours per fortnight

Primary Purpose

The Practice Support Special Projects role supports initiatives to improve access to and integration of primary healthcare for residents in aged care settings, general practice and other primary health settings where required. By collaborating with internal teams, health providers, and stakeholders, this role ensures that projects align with funding guidance and regional health priorities to achieve meaningful outcomes for older Australians.

Role Functions

The Practice Support Special Projects role is responsible for the following key functions within the WQPHN organisation:

- Coordinating and delivering initiatives in collaboration with residential aged care homes, health providers, primary health settings and government agencies.
- Identifying and addressing gaps in primary healthcare delivery to enhance care quality and reduce duplication.
- Leading the planning, implementation, and evaluation of projects aimed at strengthening primary care access and integration in aged care settings.

Key Responsibilities and Accountabilities

1. Develop, coordinate, and deliver initiatives in collaboration with residential aged care homes, general practices, other health providers, and relevant agencies (e.g., Department of Health and Aged Care, Australian Digital Health Agency) to improve access to primary healthcare for people living in residential aged care.
2. Lead the planning, commissioning, implementation, and coordination of activities with internal and external stakeholders to ensure the effective delivery and monitoring of the General Practice in Aged Care Incentives (GPACI) response, consistent with relevant funding guidance.
3. Review and leverage current activities in partnership with internal stakeholders, aligning them with the Health Priority Strategy, commissioned services, regional integration efforts, and primary care innovation initiatives.
4. Identify gaps and opportunities to enhance the resident and clinician experience, optimise resource utilisation, and reduce service duplication through integrated activities.
5. Foster strong relationships with Residential Aged Care Homes (RACHs) by collaborating with the Aged Care Coordinator, Digital Health Coordinator and Primary Care and Chronic Disease teams to understand resident and staff needs and identify sustainable solutions for consistent primary care access.
6. Facilitate collaboratives and stakeholder consultations across acute, primary care, residential, and community aged care sectors to, build sector capacity, strengthen integration of health and care services and promote enrolment in government-backed initiatives (e.g., My Medicare, My Health Record).

7. Support aged care projects to improve outcomes for older Australians.
8. Implement data collection processes to gather, analyse, and report on project activities, ensuring data-driven decision-making.
9. Contribute to the development of effective models of care that address identified gaps and support sustainable improvements.
10. Support the Digital Health Coordinator to engage with WQPHN staff and healthcare providers to build capacity for the utilisation of Digital Health Programs and assist, as required.
11. Adhere to all established Management System policies, frameworks, procedures, and guidelines, including for, but not limited to, Quality, Information Security, Safety (WHS, clinical governance), Finance, Commissioning, People & Culture, to ensure the protection and compliance of the organisation and its stakeholders. Actively contribute to ongoing quality improvement across organisational risk areas as appropriate.
12. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The [Reconciliation Action Plan](#) shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

1. Tertiary qualifications and/or experience in primary healthcare or health management equivalent or greater than 2 years.
2. Demonstrated knowledge and skills in project management, including planning, execution, monitoring, and evaluation.
3. Proven ability to manage budgets effectively and deliver outcomes within specified timeframes, including achieving KPIs.
4. Highly self-aware, proactive, adaptable, and resilient; committed to ongoing personal and professional development.
5. Strong ability to influence stakeholders and drive alignment toward shared goals and outcomes.
6. Analytical and critical thinking skills with the ability to identify root causes and develop effective solutions.
7. Capable of thriving in dynamic and ambiguous environments while maintaining focus on priorities.
8. Demonstrated ability to work autonomously, prioritise tasks, and meet objectives within appropriate timeframes.
9. High level of computer literacy, including advanced proficiency in Microsoft Office Suite (e.g., Word, Excel, PowerPoint, and Outlook).
10. Australian Drivers Licence, unrestricted for work purposes.

Key Performance Measures

1. Delivery of all initiatives and projects within agreed timelines and budgets.



2. Initiatives align with funding requirements and organisational priorities, with minimal revisions required post-implementation.
3. 100% of Residential Aged Care Homes (RACHs), health providers, and government agencies.

An increase, and evidence of, training and guidance provided to GPs and RACHs to uplift their capability in GPACI where appropriate.

4. Positive feedback scores from consultations, collaboration meetings, or surveys eg
5. Increase in the number of residents in Residential Aged Care Homes primary care access for aged care residents (e.g., My Medicare enrolments, My Health Record usage).
6. Reduction in identified service duplication or gaps as documented through reviews and feedback.
7. Submission of accurate data reports on project activities within agreed deadlines.
8. Collection and reporting of metrics demonstrating project impact (e.g., health outcome improvements, resource utilisation).
9. Demonstrate and model the WQPHN values.
10. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Assessment and DoHAC deliverables.
11. Meet 100% completion of mandatory and organisational training priorities.

Key Relationships

Internal

- Senior Management Team
- Office of the Chief Executive Officer
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team.

External

- Department of Health & Aged Care (DoHAC) and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practice
- Other health service providers, community sector agencies, contractors and business advisors.

Acceptance

EMPLOYEE NAME			
EMPLOYEE SIGNATURE		DATE	