

POSITION TITLE	Team Leader, Workforce & Training Development
REPORTS TO	Head of Primary Health & Commissioned Services
DIRECT REPORTS	Coordinator, Digital Health Coordinator, Digital Health & HealthPathways Coordinator, Workforce Training Support Coordinator, Workforce Training Support GP Workforce Planning & Prioritisation Program Officer GP Advisor (WPP) GP Workforce Planning & Prioritisation Admin Officer
TEAM	Primary Health & Commissioned Services
LOCATION	WQPHN Office
POSITION CLASSIFICATION	Level 3
RELEVANT AWARD & CLASSIFICATION	Award Free
EMPLOYMENT STATUS & HOURS	Full Time, 1.0 FTE, 76 hours per fortnight

Primary Purpose

Lead the implementation and delivery of workforce and training development initiatives within the Western Queensland Primary Health Network (WQPHN). This role encompasses overseeing multiple workforce development projects, including the Building the Local First Nations Enrolled Nurse Workforce project, and the GP WPP project. The Team Leader will ensure optimal program outcomes, build stakeholder relationships, and support a culturally safe and responsive environment while fostering workforce capacity and development across Western Queensland.

Role Functions

The Team Leader, Workforce & Training Development role is responsible for the following key functions within the WQPHN organisation:

- Provide leadership and guidance across workforce and training projects to ensure alignment with organisational objectives.
- Supervise and mentor team members, promoting a culture of excellence and collaboration.
- Engage with stakeholders to strengthen workforce pathways and address systemic supply, capacity and retention challenges.

Key Responsibilities and Accountabilities

1. Leadership and Team Management:

- Lead and manage a team of Coordinators and Project staff to deliver high-quality workforce and training initiatives.
- Conduct regular team meetings, performance reviews, and professional development activities.
- Promote a collaborative, culturally safe, and inclusive team environment.
- Participate in Senior Management discussions to enhance operational and strategic goals.
- Visit project sites and provide on-site leadership and support to team members and participants.
- Act as an escalation point for complex challenges faced by participants or team members.

2. Program Monitoring and Reporting:

- Oversee the delivery of service sector workforce development projects, ensuring alignment with WQPHN goals and funding requirements.
- Monitor project timelines, budgets, and deliverables to ensure successful outcomes.
- Identify and address systemic barriers to workforce development and training success.
- Track progress and outcomes for all workforce and training initiatives.
- Prepare detailed reports on program performance, outcomes, and recommendations for improvement.
- Ensure accurate and consistent documentation and data collection processes.

3. Stakeholder Engagement:

- Nurture and build collaborative, positive working relationships to achieve a shared commitment to service excellence and health outcomes that address rural and remote health equity and align with and promote the Quintuple Aim.
- Maintain linkages with Aboriginal or Torres Strait Islander organisations to ensure programs are planned and delivered in a culturally appropriate manner.
- Collaborate with stakeholders to enhance workforce opportunities (including for Western Queensland community residents), pathways, facilitate placements, development and supervisory supports, and address training gaps.
- Represent WQPHN at forums, meetings, and events to advocate for workforce and training development objectives.
- Facilitate engagement and connectivity across project locations in Western Queensland.

4. Support Framework Development:

- Design and implement support frameworks tailored to participant needs to enhance education and training engagement, retention, and completion rates.
- Promote culturally safe and responsive practices across education, training, and health systems.
- Contribute to organisational policy development related to workforce capacity and service delivery models.
- Conduct digital program evaluations and post-implementation reviews, driving a culture that supports evidence-based practice and proven health outcomes.

5. General:

- Adhere to all established Information Security Management System (ISMS) and Quality Management System (QMS) policies, procedures, and guidelines to ensure the protection and compliance of the organisation.
- 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 in health sciences, allied health, education or related fields with minimum of three years' experience in a practice and/or teaching role.
2. Strong cultural connection and knowledge of First Nations communities in Western Queensland.
3. Extensive experience in VET/education, health, and/or workforce development sectors, with the ability to navigate these systems effectively.
4. Demonstrated expertise in primary care and community health services, particularly in rural and remote settings, including experience with Aboriginal & Torres Strait Islander communities.
5. Proven ability to work with multidisciplinary teams and coordinate complex projects with multiple stakeholders.
6. Strong aptitude for working across organisational structures and promoting a positive team culture.
7. Ability to implement new strategies and approaches to improve healthcare delivery and workforce development.
8. Familiarity with digital health tools and data systems, and strong competency in Microsoft Office and related software.
9. A valid driver's license and capability for extensive travel in rural and remote areas.
10. Familiarity with Value-Based Health Care (VBHC) principles and an outcomes-focused approach to program management, service delivery and/or commissioning.
11. Experience with workforce capacity-building strategies and partnerships with educational and training organisations.
12. High-level problem-solving and negotiation skills, preferably with demonstrable application in addressing service gaps and optimise health outcomes.

Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Deliver against allocated WQPHN strategic objectives, business plan and performance frameworks (PPQF), reflecting the Health Needs Assessment and DoHAC deliverables.
3. Meet 100% completion of mandatory and organisational training priorities.
4. Successful delivery of workforce and training project objectives within specified budgets and timelines.
5. Develop and maintain partnerships with relevant stakeholders, such as local health services, educational institutions, and Aboriginal Community Controlled Health Organisations.
6. Implement and evaluate annual training or professional development programs for local healthcare providers.
7. Collaborate with educational institutions to create or enhance at least two new local training pathways or internship opportunities for students pursuing health sciences or related fields.
8. Increase the percentage of patients reporting coordinated care over baseline surveys.
9. Project deliverables meet defined quality standards as assessed by internal and external stakeholders (e.g., post-implementation reviews showing an 80% satisfaction rate).
10. Ensure that 100% of direct reports (e.g., Program Officers) meet their performance goals and 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	