Job Description Form

Community | Compassion | Quality

Integrity | Equity | Curiosity

Position Title

Position number: CH617844

Project Support Officer – Emergency Access Response

WA Country Health Service
Innovation and Development Directorate

Improving the quality of care delivered to country communities in the here and now.
Planning for a future where we unlock the transformative potential of new and emerging health care technologies and opportunities.

About the WA Country Health Service

Our Strategic Priorities

- Addressing disadvantage and inequity
- Building healthy, thriving communities
- Delivering value and sustainability
- Caring for our patients
- Enabling our staff
- Leading innovation and technology
- Collaborating with our partners

Our Values

Community
We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion
We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality
We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity
We bring honesty, collaboration and professionalism to everything that we do.

Equity
We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity
We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

Our Vision
To be a global leader in rural and remote healthcare.

Our Mission
To deliver and advance high quality care for country WA communities.

Position Title: Project Support Officer – Emergency Access Response	Position Number: CH617844	Classification: HSO Level G-5

Directorate overview

This Directorate is responsible and accountable for the delivery of safe, high quality, efficient and economical health services to Western Australian communities. The Directorate provides reporting and responses to requests under government and legislative requirements including the Minister for Health, Department of Health, WACHS Board and WACHS Chief Executive.

Our Directorate actively supports and encourages diversity and inclusion across all occupational groups through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people. Our strategies are located at www.wacountry.health.wa.gov.au
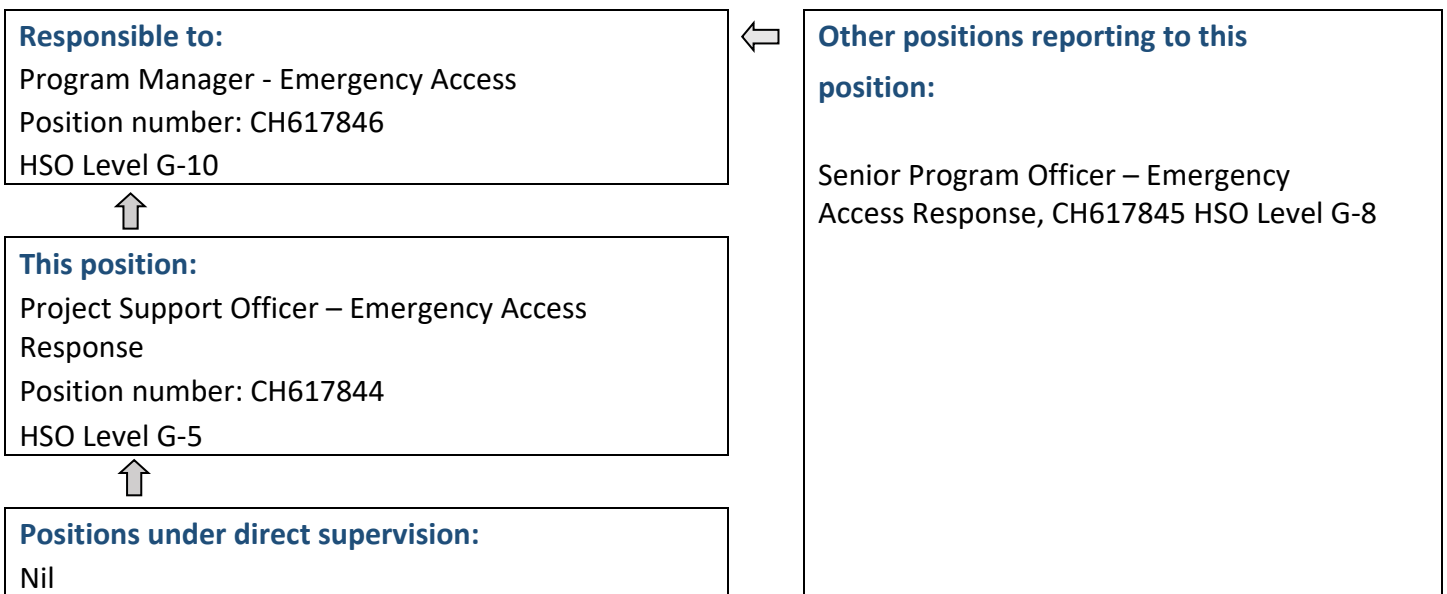
Position Details

Position Number:	CH617844	Registration Date:	November 2023
Classification:	HSO Level G-5	Location:	Central Office
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	WACHS COO (Chief Operating Officer) Operations		

Position Overview

This position provides information, change and communication management support for the WACHS Emergency Access Response program to develop initiatives and projects. It undertakes high level administrative support, research, data analysis, and preparation of information products for the Program Manager and other staff members in the program.

Reporting Relationships

Responsible to:
Program Manager - Emergency Access
Position number: CH617846
HSO Level G-10

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Other positions reporting to this position:

Senior Program Officer – Emergency Access Response, CH617845 HSO Level G-8

⇧

This position:
Project Support Officer – Emergency Access Response
Position number: CH617844
HSO Level G-5

⇧

Positions under direct supervision:
Nil

Key Duties/Responsibilities

1. **Program Support**

    1.1. Provides administrative and logistical support to the program team including assisting with the preparation of briefing notes, reports, working papers, submissions, public documents, procedural documents, and other correspondence.

    1.2. Provides support to relevant committees, or project reference/control groups, including preparation of meeting agendas, minutes and maintenance of action, issue, new idea and risk registers.

    1.3. Participates in the planning, development and implementation of quality improvement activities including evaluating processes and systems to meet stakeholder needs.

    1.4. Assists in the preparation, analysis, and monitoring of budgets.

    1.5. Adopts risk management approaches to tasks and identifies key risks and issues which may impact the program objectives and deliverables.

2. **Data and Information Management Support**

    2.1. Undertakes research, data and information extraction and other auditing activities as required.

    2.2. Provides project reports, information, and updates to internal and external stakeholders as required.

    2.3. Builds and maintains positive working relationships with key with industry organisations, as required, to support information gathering, project research and issue resolution.

    2.4. Assists in conducting needs assessment to provide base line data for research purposes and priority setting within the program and associated projects.

3. **Change and Communication Support**

    3.1. Maintains program and change databases and systems through efficient collection, collation and maintenance of data and prepares reports as directed.

    3.2. Assists the Program team with communication and change management activities including the development of education and training resources for internal and external stakeholders.

    3.3. Reviews program documents and procedures to ensure relevant practices and standards are implemented and maintained.

    3.4. Participates in the identification of system level improvements and the continuous improvement process.

4. **Other**

    4.1. Other duties as required.

Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

Essential

1. Knowledge of project management principles and methodologies to provide appropriate project administration support.
2. Demonstrated experience in continuous quality improvement activities.
3. Demonstrated experience in the retrieval, analysis and presentation of data for reporting.
4. Demonstrated well developed oral and written communication and interpersonal skills including proven ability to work effectively with multiple stakeholders from differing backgrounds, and at all levels.
5. Demonstrated skills in computing and experience in the use of Microsoft Office applications.
6. Demonstrated organisation and time management skills, including the ability to organise and prioritise workloads to meet timeframes.

Desirable

1. Knowledge of rural and remote health service delivery.

Appointment Pre-requisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements
- Successful Criminal Record Screening clearance
- Successful Pre-Employment Health Assessment
- Successful WA Health Integrity Check
- Evidence of a current C or C-A class driver's licence and ability to travel within the region as required

**WA Country Health Service –
Central Office**

**20 November 2023
REGISTERED**