

Position title	Quality Improvement Project Officer
Business unit	Primary Care Integration
Classification	Level 4
Accountability	Manager Quality Improvement
<p><b>About Capital Health Network</b></p> <p>As the ACT's Primary Health Network (PHN), Capital Health Network (CHN) aims to integrate health care in the ACT region, promote health equity and improve health outcomes. We address community needs by collaborating with consumers, funding organisations, health professionals, community partners and other key stakeholders to improve health outcomes. We are unique in our ability to support general practice and more broadly, to design services that fill gaps and deliver lasting improvements to the value and quality of ACT health services.</p> <p><b>Capital Health Network values and Competency Framework</b></p> <p><b>Respect:</b> We engage respectfully, listen and respond</p> <p><b>Inclusion:</b> We embrace diversity of thought and bring together a range of voices to inform our work</p> <p><b>Collaboration:</b> We build and invest in strong and enduring relationships, focused on shared goals.</p> <p><b>Accountability:</b> we act with integrity, are transparent, encourage feedback, and report back to our community</p> <p><b>Adaptability:</b> We are adaptive and flexible in the way we respond to community health needs. We empower our staff, service providers and partners to innovate and adapt to deliver outcomes.</p> <p>All employees are required to meet CHN's seven competencies at a level appropriate to their role. To articulate organisational expectations in relation to the values and the competencies expected of all employees a Competency Framework has been developed. The framework identifies and describes seven basic competencies that all employees need to have to function effectively in their role at CHN.</p>	
<b>Responsibilities</b>	
<b>Primary purpose of position</b>	<p>The Quality Improvement (QI) Project Officer is responsible for supporting quality improvement within primary care including through Plan-Do-Study-Act (PDSA) Cycles underpinned by identified practice needs and data.</p> <p>You will apply project management methodologies to build primary care practice capability for data driven QI, adoption of digital health technologies and for integration across the health system. You will also play a key role in identifying issues and challenges within primary care.</p>
<b>Duties</b>	<ol style="list-style-type: none"> <li>1. Collaboratively plan, design and develop CHN's QI resources.</li> <li>2. Support QI within general practices through the application of PDSA Cycles underpinned by data analysis and interpretation.</li> <li>3. Identify key issues and challenges within primary care and provide expert insight and advice on initiatives.</li> <li>4. In collaboration with the Education Lead, develop and deliver education events for primary care staff.</li> <li>5. Contribute to ongoing external communications, including promoting CHN role in primary care and promoting the team's QI function.</li> <li>6. Provide program/project support to multiple projects that engage and span across other business areas within CHN.</li> <li>7. Support projects which enable integrated care through digital technologies and advocate adoption by healthcare professionals</li> <li>8. Develop, manage and maintain external stakeholder engagement including identifying opportunities for education events and quality improvement initiatives.</li> </ol>

	9. Other duties consistent with the classification
<b>Competencies</b>	
<b>Role Competencies</b>	<p><b>Qualifications:</b></p> <ol style="list-style-type: none"> <li>1. Minimum completion certificate IV qualifications in health, management or related discipline with at least 4 years work related experience or and equivalent combination of extensive experience and training in the area of expertise.</li> </ol>
	<p><b>Technical/specialist skills:</b></p> <ol style="list-style-type: none"> <li>1. Proven experience in developing high-quality referenced documents and communications relevant to the target audience.</li> <li>2. Proven experience in data analysis, interpretation and evaluation.</li> <li>3. Demonstrated project management skills, including experience in developing, implementing and evaluating projects successfully and within agreed budget, scope and timeframes.</li> <li>4. Proven ability to provide broad-level support/advice on core topics commonly associated with Primary Care.</li> <li>5. Proven computer skills including knowledge of and ability to gain competency with Microsoft Office, Salesforce and PowerBI.</li> <li>6. Proven ability to reason persuasively to achieve project progress or outcomes.</li> </ol>
	<p><b>Experience and knowledge:</b></p> <ol style="list-style-type: none"> <li>1. Demonstrated high-level knowledge of the issues impacting primary care in the ACT.</li> <li>2. Highly developed problem-solving skills with a positive and creative attitude to change and ambiguity.</li> <li>3. Experience in delivering, implementing and supporting quality improvement programs which support primary care providers in the ACT.</li> <li>4. An ability to influence stakeholders to engage with CHN in identified projects.</li> <li>5. High level interpersonal skills with the capacity to give clear direction and to build effective relationships with internal and external stakeholders.</li> <li>6. Ability to manage competing priorities, identify risks and strive for ongoing improvement.</li> </ol>
<b>CHN Competencies</b>	<i>Strategic thinking: We use our foresight and environmental awareness to add value.</i>
	<i>Resourcefulness: We generate evidence-based solutions.</i>
	<i>Relationship Management: We invest in strengthening internal and external relationships.</i>
	<i>Data Literacy: We navigate data systems and protect data assets.</i>
	<i>Cultural competence: We understand, appreciate and cooperate with all cultures and beliefs.</i>
	<i>Embracing ambiguity: We rise to the challenge of uncertainty and the unknown.</i>
	<i>Leading: We each play a leadership role.</i>