

GPHN114 – Program Delivery Officer

Part time (0.9FTE), Ongoing Position *(subject to funding)*

WHO WE ARE:

Gippsland PHN is a not for profit charity that works at a regional level to achieve improved whole of system health care. Our vision is for a Measurably Healthier Gippsland. We work closely with the primary health care system, identifying opportunities to improve health outcomes in Gippsland communities. We do this through health system improvement programs, and by commissioning services to address local health needs via our regional commissioning role.

We aim to:

- Ensure health issues are prioritised, understood, and invested in, using local strengths;
- Build and support local capability in primary health care professionals;
- Enable transparent communication and information exchange across the primary health care sector; and
- Improve access in primary health services particularly for those at risk of poor health outcomes, and where gaps exist in hard to reach locations.

WHO WE ARE LOOKING FOR:

Program Delivery Officer

Do you have excellent organisational skills, an ability to build strong stakeholder relationships, and a passion for the health and wellbeing of the Gippsland community?

We currently have a part time (0.9FTE) career opportunity available as the Program Delivery Officer. The Program Delivery Officer role ensures the delivery of outcomes for commissioned services and/or projects. A key aspect of the role will be improving health outcomes, providing a high level of project and contract management, monitoring, change management, and evaluation skills across a broad range of providers, and support building of partnerships. The Program Delivery Officer engages and nurtures partnerships with a range of primary health professionals and sectors, including General Practice, allied health, nursing and midwifery, residential aged care homes and other primary health providers to provide quality access to primary care services; and provides leadership for health services to adopt evidence-based best practice and emerging rural sustainable models of care, whilst embedding efficient systems and processes. This includes coaching to adopt and embed best practice continuous improvement activities for implementing change, utilising practice data systems, highlighting and disseminating research, recommending and guiding strategies to support practice accreditation, and the meaningful use of digital health systems.

Program Delivery Officers work within a multidisciplinary team providing support, contract management, monitoring, analysis and delivery of programs. Program Delivery Officers will be expected to take on a specialist role in relation to a number of core activities and will act as a specialist resource support person to internal and external stakeholders, and complete other duties as required within the employee's capability, knowledge stream, and position classification.

We are looking for an astute, agile, dynamic, and outcomes focused team member. Use your skills to complete work packages including but not limited to:

- Contribute to the delivery of commissioned service contracts and monitoring the delivery and compliance against any terms listed in the agreement. Participate in specific projects, working groups and committees as identified;
- Support general practice improvement using a range of organisational development, project management, contract management, quality improvement, and practice improvement approaches and methods, to build the internal capacity of general practices over time;
- Provide support to general practice such as:
 - Supporting the adoption of best practice methods to improve the quality of care;

- Change management support, to prepare General Practices for change, planning, implementation, integration with key stakeholders, such as residential aged care homes and embedding health system reforms;
 - Engage general practice and other health services staff at different levels and contribute to the strengthening of relationships with primary care service providers;
 - Provide advice to General Practitioners, Practice Nurses and other practice staff on a variety of issues including but not limited to: practice and business management, improving patient care, evidence based guidelines, health promotion, data management IM/IT issues in general practice, accreditation, immunisation and government general practice initiatives; and
 - Assisting general practices/health services in the understanding and meaningful use of Digital Health systems in order to streamline the flow of relevant patient information across the local health provider community.
- Contribute to the collection of data to inform and support population health planning identifying the health needs of the region. Contribute to the completion of reports, data and analysis;
 - Lead identified portfolios across sub-regional teams to develop innovative solutions to address service gaps and improve access to Primary Health Care; and
 - Provide considered advice to the Coordinator Program Delivery; ensuring operational risks, challenges, opportunities and key issues are identified.

WHAT WE OFFER:

- *attractive remuneration;*
- *salary packaging;*
- *flexible working environments with a choice of being based at one of our three office locations (Traralgon, Wonthaggi, or Bairnsdale), with a mix of working from home environments by agreement;*
- *a great organisational culture; and*
- *the chance for you to make a real difference to the health outcomes in our community.*

HOW TO APPLY:

To view the Key Selection Criteria, please click on the [position description here](#).

[To submit your application which must include a covering letter, resume, and your addressed key selection criteria, please click here.](#)

Alternatively, you can email your application with your **three** attached documents to recruitment@gphn.org.au

Members of the LGBTIQ+ community, those from culturally and linguistically diverse communities, people with lived experience, Aboriginal and/or Torres Strait Islander peoples, and people living with a disability are strongly encouraged to apply.

For further information relating to this position, please contact human resources on **03 5175 5420**.

DIVERSITY AND INCLUSION:

At Gippsland PHN we value diversity and inclusion. We encourage and celebrate a diverse and inclusive workforce that embodies respectful, psychologically safe work practices where everyone can contribute. We value diversity in culture, ethnicity, race, sex, gender identity or expression, sexual orientation, age, disability status and neurodiversity.

APPLICATIONS CLOSE: Sunday 13 September 2026

All enquiries and applications will be handled professionally and with the strictest of confidence.

