

Role description

Branch Support Officer

Status	Fixed-term temporary full time until December 2024	Job ad reference	HPSP574391
Branch and Division	System Performance Branch Healthcare Purchasing & System Performance Division	Contact details	Lou Endicott (07) 3708 5888
Classification	AO4	Salary range	\$3,339.40 - \$3,671.10 per fortnight + super
Location	Brisbane City	Closing date	Wednesday, 17 July 2024

Your opportunity

The Department of Health (the Department) has a diverse set of responsibilities, and a common purpose of providing highly effective health system leadership. The Department is responsible for the overall strategic leadership and direction of the public health system in Queensland. We strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace.

The Healthcare Purchasing and System Performance (HPSP) Division purchases public health and social services from service providers to optimize health gains, reduce inequalities, and maximize the health system's efficiency and effectiveness. HPSP ensures health funding is used effectively to meet government priorities and achieve performance objectives outlined in agreements and contracts arising from purchasing decisions. As part of the commissioning role, the Division has responsibility for investing nearly \$18 billion on behalf of the State and managing community services contracts to the value of approximately \$280 million.

The division also has a role in building and refining business intelligence tools and in collecting, processing, analyzing, and disseminating statistics on the health of Queenslanders and their use of health services, contributing to improved planning, monitoring and evaluation of health services, informing system improvement activities, and providing data to meet external reporting requirements.

The Division comprises the following key functional areas:

- **Contracting and Performance** - a central coordination point between the department and Hospital and Health Services regarding negotiating and managing service agreements,

performance management and accountability. The Surgery Connect program is part of this function, working with the HHSs to assist in meeting elective surgery wait list targets.

- **Purchasing and Funding** - determining funding models underpinning purchasing decisions and developing funding strategies to ensure purchasing decisions maximize value.
- **Community Services Funding** - providing advice on commissioning private, academic, or non-government organizations to deliver community, health, or human services on behalf of the government.
- **System Performance** - empowering decision makers to improve system performance through insights and performance reporting and developing reporting and monitoring tools.
- **Statistical Services** - providing trusted statistical reporting and analytics, linkage services, data and information, and other data services to meet official statistics reporting requirements, to enable funding recoupment and to create an evidence base for informed decisions that improve health and health service delivery.

Our values

Our values are those of the Queensland public service.



Customers First



Ideas into action



Unleash potential



Be courageous



Empower people

These five values underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.

About the role

Purpose

The Branch Support Officer within System Performance Branch provides business, coordination and administration services to support the effective and efficient operations of the branch.

The role may undertake additional responsibilities delegated by the Senior Director and Manager, Office of the Senior Director, System Performance Branch.

Your key responsibilities

- Adhere to defined service quality standards, health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services and workplaces.
- Maintain up-to-date knowledge of systems, processes and policies relating to administrative functions.

- Actively challenge the status quo of administrative support service provision with a view to enhancement through implementation of innovative business process improvement activities.
- Receive and escalate complaints and provide solutions that achieve positive outcomes in line with Queensland Health policies.
- Plan, prioritise and effectively deliver administrative support to support the System Performance Branch alignment within the strategic plan of the Department of Health, remaining flexible to adjust to changes and exceptions as they arise.
- Build relationships with customers and stakeholders, using strong communication skills and skills to understand customers' needs and to deliver a service that meets their needs and policy guidelines.
- Other duties as required by the Managers or Directors, System Performance Branch.

Reporting/work relationships

The position reports to Manager, Office of the Senior Director, System Performance Branch

The number of direct reports is nil.

Mandatory qualifications, registrations and other requirements

- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment (Health Employment Directive No. 01/16):
 - measles, mumps, rubella (MMR)
 - varicella (chicken pox)
 - pertussis (whooping cough)
 - hepatitis B
 - tuberculosis

Role fit

The essential requirements for this role are:

- Experience in providing sensitive, coordinated, confidential and complex support to senior executives within large complex public sector organisations.
- Experience, skills and knowledge of departmental administrative processes, with a proven ability to actively participate in business improvement initiatives that deliver more efficient work practices.
- Demonstrated ability to successfully manage a range of activities and projects with conflicting timeframes.
- Provide general administrative support functions across the team that contributes to organisational goals and objectives.
- Identify development opportunities, strive for continuous improvement, and support risk and issue identification, assessment and mitigation activities by ensuring risks and issues are documented, reviewed and escalated as appropriate.

- Demonstrated highly developed interpersonal, consultation and other communication skills, particularly tact, discretion, sensitivity, confidentiality, professionalism and the ability to communicate and work with both senior management and staff.

Behavioural Competencies Required

We are all leaders in the Department of Health, regardless of role or classification level. The department is committed to leadership at all levels of our organisation, in this role you will be required to display the following leadership behaviours:

- **Pursues continuous growth** – actively seeks feedback and modifies approach to enhance own effectiveness.
- **Builds enduring relationships** – communicates in a clear, succinct and deliberate manner, adjusting the message so that it resonates with different stakeholders.
- **Makes insightful decisions** – demonstrates courage in making decisions, even when under pressure.
- Leads change in a complex environment.

How to apply

Please provide the following information to the panel to assess your suitability:

- A short-written response (maximum 1-2 pages, dot points acceptable) on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key responsibilities and meet the skill requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years. It is preferable to include your current, immediate or past supervisor.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact person.
- Applications will remain current for 12 months or for the duration of the vacancy. Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Only those persons eligible to work in Australia may be employed by Queensland Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.

Additional information

Discover more about working at the Department [here](#). Of note:

- The information you provide as an applicant is used in adherence with the *Information Privacy Act 2009*

- All roles within the Department are subject to employment screening.
- The nominated applicant will be required to disclose any serious disciplinary action taken against them in the Queensland public sector.
- To be appointed permanently, you must be an Australian citizen, have permanent residency status or have a visa permitting you to work permanently in Australia. For temporary appointments, you must have a visa permitting you to work for the length of the temporary appointment.
- The Department aims to maintain a safe, healthy and secure work environment for all employees, clients, visitors and contractors. Achieving this aim is the responsibility of all.
- Applicants may be required to disclose any pre-existing injury or medical condition of which they suspect would be aggravated by performing the role. Details are available in section 571 of the Workers' Compensation and Rehabilitation Act 2003 (<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027#ch.14-pt.1-div.1>)
- We are committed to building inclusive cultures in the Queensland public sector that respect and promote [human rights](#) and [diversity](#). We encourage everyone to apply for our advertised roles, irrespective of gender, ethnicity, age, language, sexual orientation, and disability or family responsibilities. We recognise the value of diverse backgrounds, experiences and perspectives.
- The Department values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. All employees of the Department must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying. The Department of Health is an equal opportunity employer.

To demonstrate support for a safe, secure and supportive workplace, the Department is a White Ribbon Australia accredited workplace. For more information visit [here](#).

- The Department acknowledges the challenge for its staff in balancing work, family and community life successfully. To help them achieve this, we encourage conversations between managers and staff about implementing [flexible working arrangements](#) to manage their paid work commitments with their career goals, personal, community and cultural responsibilities. Through flexible working arrangements, there is an opportunity to match the individual's requirements with those of the workplace to achieve agreed work goals and objectives.