

Position Description



Position title	Business Systems Administrator
Responsible to	Associate Director, Primary Care Development
Responsible for	Nil direct report
Location	Wollongong, Fyshwick, Nowra, or Moruya
Salary range	Band 2, Opening (\$78,376)
Conditions	National Employment Standards Employment Contract Company policies and procedures Flexible work practices
Remuneration and benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Probity checks	Reference checks National Criminal Record Check Qualifications/Certifications required for the position Professional registrations and memberships as required for the position
Level of delegation	As outlined in Delegations Policy
Acknowledgement of Country	COORDINARE South Eastern NSW PHN, acknowledges the Traditional Owners and Custodians of the lands across which we live and work. We pay our respects to Elders past, present and emerging, and acknowledge Aboriginal and Torres Strait Islander peoples' continuing connection – both physical and spiritual – to land, sea and sky.

About us

COORDINARE, as the South Eastern NSW Primary Health Network, is dedicated to fostering healthier communities.

We focus our efforts on those who face the biggest inequities. To do this, we collaborate with the community, general practices and other stakeholders to design solutions that make it easier for people to get the health care they need.

We will also use our knowledge and commissioning expertise to attract new funding partners to expand our impact.

Our purpose

To improve the health of communities in South Eastern NSW.

Our priorities

Our three objectives and key priorities are:

1. **Accessible care** – by improving access to services such as mental health, alcohol and other drugs, chronic conditions, after hours and urgent care- especially for priority groups.
2. **Systemised care** – by strengthening linkages between primary care and the broader health system. We support general practice and commission coordination and navigation services that guide individuals through their health care journey.
3. **An activated community** – by fostering health across the lifespan, addressing the social determinants of health, increasing prevention activities, and improving community resilience and social connectedness.

As a growing, innovative, and resilient organisation, we achieve our priorities through our strengths in:

- Consumer engagement
- Professional capacity
- Financial resilience
- Communications and influence
- Research and evidence
- Data and IT capability

Our values

- We build trusted and meaningful relationships
- We respect and include diverse voices
- We act with integrity
- We embrace change with purpose

Our processes

COORDINARE commissions services from our stakeholders, rather than providing services directly. Commissioning involves starting with understanding our communities' needs, identifying commissioning opportunities and then gauging the impact of our initiatives on the community.

COORDINARE uses population health data, and input from our two GP-led Clinical Councils, the Community Advisory Committee, the Aboriginal Health Council, general practices, and through our strategic alliances with the Local Health Districts, to identify needs, set clear local priorities, and implement government initiatives.

Purpose

The Business Systems Administrator (BSA) plays a pivotal role in overseeing and managing the RACGP Continuing Professional Development program and other external education initiatives aimed at enhancing the capabilities of general practice and primary care providers. This position operates in close collaboration with the Associate Director and Team Leader of the Primary Care Development and the Communications team to effectively disseminate critical information and resources to healthcare professionals. Working under the guidance of the Planning and Insights Team, the BSA manages events and contributes to data quality in the Stakeholder Relationship Management system. This role also provides crucial administrative support to the Primary Care Development team.

Key accountabilities

- Organise, promote and evaluate the RACGP Continuing Professional Development program and other external education activities including supporting GP Cluster activities.
- Coordinate the dissemination of COORDINARE information regarding issues and events of relevance to general practice and other primary care and healthcare providers.
- Undertake general administrative tasks to support the Associate Director, Primary Care Development and the broader team, such as meeting minutes, maintaining effective records, preparing correspondence and creating presentations and other documents as directed.

- Appropriately answer and respond to enquiries from general practices, other organisations and community members.
- Work collaboratively with the Planning and Insights team to manage events and contribute to data quality in the Stakeholder Relationship Management system.

Key relationships

- Internal – Primary Care Development team, Planning and Insights team, Communications team, Executive and other administration staff.
- External – GP Clusters, GP peer groups and other local clinical networks, individual general practitioners and other practice staff, other service providers including specialists, allied health and peak bodies including RACGP.

Key challenges

- Working in a busy and complex environment where there are competing demands, tight deadlines, and limited resources.
- Determining appropriate action to be taken when responding to issues raised by internal and external stakeholders

Key outcomes

- High quality Continuing Professional Development program implemented.
- High quality and timely information dissemination to general practice and other key stakeholders.
- High quality administration support provided to Primary Care Development team as required.
- Business systems and processes are implemented to ensure effective and efficient operation of Health Coordination activities.
- Effective relationships with internal and external stakeholders developed and maintained.
- Collaboration and innovation within scope of role identified and implemented.

Selection criteria

Area	Specific requirements
Qualifications	Relevant qualifications and/or equivalent experience in administration.
Priority checks	Criminal History Check
Registration and licensing	NSW Drivers Licence
COVID-19 vaccination compliance	It is recommended that COORDINARE employees have completed at least 2 doses of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA).
Knowledge and experience	<ol style="list-style-type: none"> 1. Highly proficient in the use of MS Office applications and other business systems. 2. Experience in coordinating events. 3. Experience in coordinating meetings and demonstrated ability to take high quality meeting minutes. 4. Excellent organisational skills including the ability to prioritise work, manage multiple tasks and competing priorities; and meet deadlines. 5. Demonstrated ability to identify areas of improvement and develop and implement quality systems and processes to support solutions. 6. Demonstrated high level verbal and written communication skills, with strong customer service skills.

7. Current NSW Driver's licence and access to a comprehensively insured motor vehicle for work-related travel.

COORDINARE is an equal opportunity employer embracing diversity. We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are sector leaders with excellent benefits, and a hybrid workplace in the beautiful SENSW region.

We support Hybrid Working, so it is expected on average 40% of your work time should be spent at a COORDINARE location to achieve the exemplary depth of relationships, connection, and collaboration as desired.

Successful applicants must have the right to work in Australia, be willing to complete a Criminal Record Check and, due to our purpose and nature of our work, must be able to demonstrate up to date COVID 19 vaccination status or medical exemption.

As the incumbent of this position, I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.

Employee's name:

Employee's Signature:

Date:

Supervisor's name:

Supervisor's Signature:

Date:

Please note if this PD is for a new role it will need to be reviewed and approved by the CEO.

Date	Version No.	Author	Approved by	Reason for update
July 2021	2	Manager, Primary Care Development	Director, Corporate Services	Revised role content
Dec 2022	3	Director, Corporate Services		Revised for recruitment
Jan 2024	4	Manager, Primary Care Development		Revised for recruitment
Aug 2024	5	Associate Director, Primary Care Development	Director, People & Culture	Revised for recruitment