



# Australian General Practice Network

## Network Support Officer

January 2010

The Australian General Practice Network (AGPN) is a national Canberra based organisation established in 1998 to support 110 general practice networks and eight state based organisations throughout Australia.

AGPN is funded under the Divisions of General Practice Program and is an integral component of the Australian Government's general practice policy. The strategy has resulted in greater involvement of general practitioners in the development of health policy, the planning and delivery of health services at the local and regional level and the management of a range of health service delivery projects.

AGPN's mission is to improve the health and wellbeing of communities and individuals by providing national leadership and support through the general practice network. We strive to become a cohesive high performing Australian general practice network that is the essential regional and local infrastructure for integrated primary health care delivery. AGPN has three key result areas: national leadership and advocacy (KRA1), network capacity and performance (KRA2) and member engagement (KRA3).

AGPN's team comprises core administrative staff, policy advisers, principal network advisers and network support officers (approx 30 staff) who are highly motivated, adaptable and multi-skilled employees.

### Organisational values:

All staff at AGPN are required to operate in accordance with the organisation's values, to ensure that we act and relate with **PRIDE** in all that we do:

- **P**assion, **R**espect, **I**ntegrity, **D**aring and **E**xcellence
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### Position Description

The Network Support Officer (NSO) will provide program, secretariat and administration support for a range of projects coordinated by AGPN. The successful applicant will also need to work closely with other members of the AGPN team.

### Knowledge, Education, Experience and Key Attributes

#### Essential

- Experience working as part of a team to deliver defined projects
- Experience in a secretariat and organisational support role at a high level
- High level of organisational skills with the ability to set priorities and meet deadlines

**Australian General Practice Network Limited**

25 National Circuit Forrest ACT 2603 | PO Box 4308 Manuka ACT 2603  
T 02 6228 0800 | F 02 6228 0899 | [www.agpn.com.au](http://www.agpn.com.au) | ABN 95 082 812 146

**Delivering local health solutions through general practice**

*AGPN acknowledges the financial support of the Australian Government Department of Health and Ageing*

- High standard of oral and written communication skills
- Ability to work independently and as a member of a small team
- Ability to juggle and prioritise conflicting priorities
- Ability to take initiative, exercise judgment and work with limited supervision
- Knowledge of and experience in office systems including information and correspondence management, filing and payments, all within strict company guidelines
- High level of computer skills, including extensive experience using word-processing in a PC environment. Specific requirement for accuracy and attention to detail
- An ability to undertake some interstate travel and work outside of standard hours on a needs basis

### **Desirable**

- Experience in administrative support within large projects
- Knowledge of the general practice network and the general practice environment.

### **Key Responsibilities**

- Independently perform duties as delegated by the Principal Network Adviser (PNA) in particular assisting with the coordination of projects and administrative and secretarial duties
- Provide strategic information to the PNA on program related activities
- Provide support to the PNA for the overall management of the programs
- Liaise with key stakeholders as required
- Provide secretariat support for the programs including drafting correspondence, media releases, report material and newsletter material and coordinating mail outs
- Organise videoconferences/teleconferences/meetings/workshops and seminars including travel and accommodation
- Provide secretariat support for workshops, meetings, teleconferences and videoconferences
- Support and liaise with key divisional network stakeholders and other stakeholders
- Support the development of resource materials and undertake associated research
- Support the administration of company purchasing and payments with strict adherence to company operations guidelines
- Develop and maintain database and filing systems including the management of contracts, both paper and electronic and other relevant office systems
- Provide some high level administrative support to the management of AGPN
- The NSO may be required to undertake some work outside of standard hours. Such work will be rewarded through a time in lieu process. It is expected that the position may require some interstate travel

### **Selection Criteria**

Candidates should include a paragraph addressing each of the essential criteria individually, along with any of the desirable criteria that may be applicable.

## Reporting Relationships

Supervisor:	Principal Network Adviser
Position:	Network Support Officer
Direct Reports:	Nil

## Terms of Employment and Remuneration

- The Network Support Officer (NSO) will be appointed for a 12 month period. Continuation of employment will then be subject to ongoing funding from the Department of Health and Ageing.
- Salary will be negotiated commensurate with skills, experience and qualifications.
- Superannuation benefits will be in accordance with the provisions of Federal Superannuation Guarantee legislation. Flexible remuneration packaging will also be offered.
- The NSO may be required to undertake some work outside of standard hours. It is expected that the position will require some inter and intra-state travel.

## How to Apply

Please forward your resume, a covering letter and contact details for three referees.

**By Email:** [mconroy@agpn.com.au](mailto:mconroy@agpn.com.au)

**By Mail:** PO Box 4308 Manuka ACT 2603

**Applications close:** Friday 12 February 2010

For further information please contact Liesel Wett on 02 6228 0800 or [lwett@agpn.com.au](mailto:lwett@agpn.com.au)

Website: [www.agpn.com.au](http://www.agpn.com.au)

## PRIDE: Our values in action

Our values guide the way in which we work together – internally and externally – for the greater benefit of AGPN, the General Practice Network, and the health and well being of the people of Australia. We act and relate with **PRIDE** in all that we do.

- **Passion:** we are passionate about our purpose and the contribution we can make to improve the health and wellbeing of the Australian community through the General Practice Network. This is demonstrated in the way we approach our day to day, and longer term, tasks and responsibilities.
- **Respect:** recognises the value and dignity of every person who associates with us. It is our responsibility to treat all with whom we come into contact with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour which is contrary to our values.



- **Integrity:** demonstrates that we are open and honest in the way we deal with each other and with others, that we accept responsibility and differences of opinion, are willing to share information and knowledge, and display loyalty and commitment in our roles.
- **Daring:** recognises that we act with courage, that we are willing to take or seek out risks in the interests of the overall good of the organisation and those we are here to serve, and that we are bold and adventurous in our ideas, our approaches, and our execution of actions.
- **Excellence:** recognises we are responsible for ensuring a high performing organisation which has a focus on continuous improvement and quality; developing the skills, competencies and talents of those who work for AGPN; caring for the environment; and handing on a sustainable legacy to those who come after us.