

Position Description

Position Title	Administrative Support Officer, Immunisation
Reports To	Team Leader, Primary Care and Chronic Disease
Direct Reports	Nil
Team	Primary Health & Commissioned Services (PHaCS)
Location	WQPHN office
Position Classification	Level 6
Relevant Award & Classification	Above award
Employment Status & Hours	Full time, 1.0 FTE, 76 hours per fortnight

Primary Purpose

The Administrative Support Officer, Immunisation provides high-quality administrative and coordination support to the Primary Care and Chronic Disease Team to assist in the effective delivery of COVID-19 vaccination initiatives and related immunisation programs across Western Queensland. The role supports program planning, stakeholder communication, and project tracking to ensure the efficient implementation of COVID-19 and other immunisation activities in alignment with WQPHN's strategic priorities and government funding requirements.

Role Functions

The **Administrative Support Officer, Immunisation** role is responsible for the following key functions within the organisation:

- Provide effective administrative support to improve access and uptake of COVID-19 vaccination and other immunisation programs across the region.
- Assist with communication and information sharing between internal teams, primary care providers, aged care services, and other stakeholders to support to identify gaps in COVID vaccine uptake and support initiatives to enhance immunisation and vaccinations
- Maintain accurate program records, assist with data collection and reporting processes, and contribute to ongoing quality and process improvement across COVID-19 and immunisation initiatives.

Key Responsibilities and Accountabilities

1. Provide high-quality administrative support to assist in the planning, delivery, and monitoring of COVID-19 vaccination and other immunisation initiatives.
2. Support coordination and communication and dissemination of information around COVID-19 and vaccination initiatives, ensuring alignment across Residential Aged Care Homes (RACH) and primary care initiatives.
3. Support the coordination of activities aimed at increasing immunisation uptake, including COVID vaccinations in RACHs and other at-risk populations with health promotion and vaccination initiatives.
6. Monitor COVID-19 vaccination uptake and support the identification of barriers within the region.
7. Work with the Primary Care and Chronic Disease Team to prioritise and liaise with key stakeholders to

support sites with low vaccination rates.

8. Develop and maintain project documentation, including reports, tracking spreadsheets, registers, and other administrative tools to support best practice and continuous improvement.
9. Work with other administration team members to organise meetings and program activities, including preparing agendas, recording minutes, and tracking follow-up actions..
10. Provide regular updates to the Team Leader, Primary Care and Chronic Disease on key achievements, challenges, risks, and issues requiring attention or mitigation.
11. Contribute to employee training, professional collaborations, forums, and quality improvement networks.
12. Adhere to all established Management System policies, frameworks, procedures, and guidelines, including but not limited to, Quality, Information Security, Safety (WHS, clinical governance), Finance, Commissioning, and People & Culture, to ensure the protection and compliance of the organisation and its stakeholders. Actively contribute to ongoing quality improvement across organisational risk areas as appropriate.
13. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The [Reconciliation Action Plan](#) shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

1. Experience in business administration, project or program support or similar.
2. Demonstrated ability to prepare clear and concise business communication documents including reports, budgets, meeting minutes, briefing notes, letters and electronic correspondence.
3. Ability to work effectively with minimal supervision, manage conflicting deadlines and demonstrate effective problem-solving skills as part of a regionally dispersed team.
4. Highly developed interpersonal communication skills to build and maintain internal and external relationships.
5. Expertise in Microsoft Office (including SharePoint) and other office productivity tools, with aptitude to learn new software and systems.
6. Experience working in the primary health services sector with an understanding of the needs of regional and remote communities is highly regarded.

Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Assessment and DoHAC deliverables.
3. Meet 100% completion of mandatory and organisational training priorities.
4. Produce complex documents and presentations in accordance with WQPHN Style Guide.

5. Develop and maintain positive relationships through considered and respectful communications.
6. Meet deadlines with quality work outputs that exhibit creativity and forward-thinking.

Key Relationships

Internal

- Executive Management Team
- Senior Management Team
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team.

External

- Department of Health, Disability & Ageing (DoHDA) and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practice
- Other health service providers, community sector agencies, contractors and business advisors.

Acceptance

Employee name			
Employee signature		Date	