

## Position Description — Program Engagement Coordinator

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### We are here to

Enable people to make and act on the best decisions about medicines, health technologies and other options for better health and economic outcomes.

### Our work will

Ensure people can access the best care and achieve the best value, considering individual circumstances.

**Courage   Customer Centricity   Collaboration   Integrity   Accountability**

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### About the role – Based in Sydney or Melbourne

NPS MedicineWise has established an excellent reputation for our work in programs, products and services to improve the quality use of medicines and medical tests in Australia. The focus of this role will be to promote, co-ordinate and support the delivery of NPS MedicineWise activities to primary care practitioners, primarily GPs, by Clinical Services Specialists (CSSs). This will be achieved through the promotion of activities to general practices and the provision of administrative support to ensure maximal uptake of our high-quality educational visiting service (EVS) and other NPS MedicineWise activities by General Practitioners and other identified participants.

### Key responsibilities

1. Act as a primary contact for designated Clinical Service Specialists and for primary care practitioners, including general practitioners, pharmacists, practice managers and general practice staff within a designated geographical area
2. Establish and nurture relationships with key personnel within general practices (e.g. practice managers and principle GPs) to facilitate uptake of delivery and ongoing participation in NPS MedicineWise activities.
3. Liaise with Clinical Service Specialists in the;
  - a. promotion and subsequent bookings of NPS MedicineWise activities,
  - b. preparation and dissemination of resources,
4. Coordination of bookings and trip schedules to ensure booking efficiencies across NPS MedicineWise activities Promote NPS MedicineWise activities to general practices and other health organisations via multiple communication means
5. Collect and enter data using designated NPS MedicineWise databases to support high quality data integrity and generate reports as required
6. Contribute to the development of organisation systems to maximise productivity within NPS MedicineWise
7. Work with internal stakeholders to assist with the improvement and cross promotion of NPS MedicineWise activities.
8. Attend scheduled conferences and events that support the engagement of primary care practitioners and promotion of NPS MedicineWise activities where appropriate (minimum one every two years)

### General corporate responsibilities

1. To carry out responsibilities in the role in a manner that is consistent with NPS MedicineWise competencies and values.
2. To proactively work towards and meet agreed annual and interim performance indicators.
3. Take responsibility for WHS in accordance with policy and relevant legislation.
4. To be aware of responsibilities to identify, reduce and report risks to our business in accordance with the NPS MedicineWise Risk Management Policy.

### **Accountabilities**

1. Meeting targets to contribute to the growth in NPS MedicineWise activities.
2. Building strong and effective relationships with key stakeholders
3. Efficiently recording and reporting of activities

### **Challenges you'll encounter**

- Meeting the needs of multiple internal and external stakeholders to ensure continuity of program delivery whilst maintaining high level customer service and organisational focus.
- Providing support to a remote and geographically isolated team at times
- Changing environment

### **You'll report to**

Manager, National Service Delivery & PHN Engagement

### **Role Requirements**

- Highly developed interpersonal skills with an ability to liaise and negotiate with a wide range of stakeholders
- Demonstrated advanced level support, co-ordination and administrative skills
- Excellent oral and written communication skills
- Demonstrated ability to adapt to and manage change
- Accurate data entry and retrieval and excellent electronic/manual filing skills
- Demonstrated team skills, including ability to work autonomously without close supervision whilst remaining a key team player
- Extremely well organised with a proven ability to negotiate and meet competing deadlines and pro-actively prioritise tasks
- Demonstrated exceptional customer service skills
- High level computer software skills including extensive experience with email, word processing, spreadsheet, database and presentation software (Microsoft Office).

### **Role Desirables**

- Previous experience in phone sales, customer service and/or marketing
- An understanding of general practice and the primary health care landscape
- Experience working in a change environment
- Experience in diary management

**Last updated:** May 2019

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