



Position Description – Senior MedicineInsight Engagement Officer (Secondment 0.6 FTE to January 2020)

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

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. MedicineInsight is the leading large scale general practice data set supporting quality improvement in Australian primary care and post-market surveillance of medicines. It is used to influence and drive policy development, and inform health care decision making at local, regional and national levels.

The Senior MedicineInsight Engagement Officer has the primary objective of facilitating engagement between NPS MedicineWise and the community of MedicineInsight practices. In this role you will develop relationships with internal and external stakeholders and you will take an engagement approach in line with business needs to expand the number of MedicineInsight practices as well as managing existing relationships.

You will collaborate across internal teams to help bring the voice of the customer into internal decision making and troubleshooting. The role requires the ability to work as part of a team, strong relationship building skills, an attention to detail and a customer service focus.

Key responsibilities:

1. Implement strategies to grow and manage the MedicineInsight community of practices.
2. Work with internal stakeholders to achieve and maintain a high level of customer satisfaction.
3. Anticipate participating practices' needs and in collaboration with relevant internal stakeholders, develop and present proposed solutions to their current and future requirements.
4. Liaising with a remote workforce ensuring team cohesiveness and organisational alignment on MedicineInsight engagement
5. Prepare and deliver presentations to showcase MedicineInsight to relevant stakeholders.
6. Attend relevant conferences across Australia to represent MedicineInsight and to drive interest and awareness of the program.
7. Facilitate and support continued engagement with general practices to ensure successful recruitment and retention as part of the MedicineInsight program
8. Describe the benefits of participation in MedicineInsight and to facilitate the completion of the recruitment process. Tasks include but are not limited to:
 - a. Speaking with representatives by telephone, email, at conferences and other relevant communication channels to generate and follow up interest from general practice to join MedicineInsight.
 - b. Visit practices identified as interested in participation in MedicineInsight.
 - c. Describe all the benefits and registration requirements of participation, addressing any enquiries about participation in MedicineInsight
 - d. Facilitate the completion of all paperwork requirements for participation in MedicineInsight.

- e. Create and follow standard operating procedures for practice recruitment whilst providing input into design and the refinement of optimal workflow processes
9. Work closely with the MedicineInsight Engagement Coordinator to ensure the handover from recruitment to the installation process is seamless.
- **Relationship management**
 - a. Distribute and manage the flow of recruitment paperwork & information about the MedicineInsight program to and from general practice.
 - b. Establish relationships and networks with clinicians and their staff in general practice.
 - c. Be responsive to requests for information and follow up in a timely manner.
 - d. Refer to, and collaborate with, internal stakeholders including the MedicineInsight and Program Engagement teams, as necessary.
 - e. Relationship management with third parties including primary health networks.
 - **Reporting requirements**
 - f. Contribute accurate and timely recruitment & communication information as required for the MedicineInsight customer relationship management system
 - g. Complete accurate and timely administrative reports and required documentation requests
 - h. Proactively work towards and meet agreed performance indicators.

General corporate responsibilities

1. To carry out responsibilities in the role in a manner that is consistent with professional standards as well as 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.

Challenges you'll encounter

- Demonstration of value of MedicineInsight program to clinicians in contributing their clinical information to a national database for future research, improving policy as well as participating in a national quality improvement program
- Forging new strategic partnerships between NPS MedicineWise and external stakeholders in a newly defined and changing primary care environment
- Systems and processes requiring ongoing evaluation
- Manage potentially competing interests between internal and external stakeholders

You'll report to

Business and Performance Improvement Manager

Role Requirements

- An understanding of general practice and the primary health care environment
- Relationship building skills
 - a. Liaison and relationship development with a range of general practice stakeholders
 - b. Proactive issue management
 - c. Build trusting relationships and customer loyalty with practices and other stakeholders including public health networks
- Customer focus
 - a. Good communication and interpersonal skills
 - b. Be responsive to demand
- Team work and understanding of contributing to team success



- Strong organisational skills
 - a. Ability to plan, prioritize and execute multiple responsibilities
 - b. Sound judgement and attention to detail
- Flexible (e.g. hours) and adaptable
- Passionate about influencing positive change in healthcare
- Genuine passion for working with people
- Communication
 - Excellent verbal and written communication
 - Compelling communication skills
- Proficiency in Microsoft Office suite of products
- Willing to travel (as required).
- Clean and valid driver's license.

Last updated: April 2019
