

POSITION DESCRIPTION

JOB TITLE	Coordinator - Primary Care
REPORTS TO	Manager - Primary Care Delivery
DATE	01/09/2026
CLASSIFICATION LEVEL	4

ORGANISATIONAL CONTEXT

Our employees are supported to utilise the breadth of their skills and expertise in achieving the organisation's goals.

Our employees are community focussed, embrace change, are agile and are solution focused.

Our employees are committed to our organisational values that guide our decision making and behaviours.



POSITION OBJECTIVE

Engage with Primary Health Care providers and their practice teams to provide concentrated support, leading to improved patient outcomes and meet agreed service levels.

A field-based role supporting primary care providers to build capacity and capability to deliver improvement in person centred health and well-being outcomes in Western Sydney.

KEY STAKEHOLDERS

External Stakeholders	Internal Stakeholders	Individual Teams
Primary Care Providers Pharmacy and Allied Health Providers Residential Care Homes	Facilitators – Primary Care Officers - VST	Integrated Partnerships (IP) Commissioning and Finance (CP) HIU

KEY RESPONSIBILITIES

- Proactively work with practices, to deliver a comprehensive range of quality services and programs, to meet agreed organisation targets and drive quality improvement activities
- Provide timely support to these stakeholders through the provision of training, information and resources to achieve business outcomes.
- Provide training and support to GPs and practice staff aimed at optimising use of systems such as Pen Clinical Audit Tools and HealthPathways.
- Coordinate with the Virtual Support Team and other WentWest teams to ensure seamless and effective delivery of company services and programmes.
- Effectively escalate stakeholder issues or concerns and ensure these are resolved in a timely and complete manner.
- Train, mentor, and support other team members as required.
- Ensure the capture and management of quality data for all activities in the WentWest customer relationship management software.

- Prepare recommendations and reports as necessary to meet reporting requirements.
- Work to achieve Key Performance Indicators including Call activity, reach & frequency, digital health and health initiatives.
- Identify and develop enhancements and add value to the organisation through continuous improvement opportunities
- Support and contribute to special projects and initiatives as required, coordinating tasks, resources, and communication to ensure timely and effective delivery of outcomes that align with team objectives and broader organisational priorities

Other Responsibilities

- Fulfil additional tasks as reasonably requested, adhering to the broader organisational goals and directives
- Uphold 'best practice' standards in all areas of responsibility, ensuring excellence and efficiency
- Abide by all organisational policies and procedures, contributing to a culture of compliance and integrity
- Prioritise safety of yourself and others in accordance with WentWest's Workplace Health and Safety (WHS) policies and the Workplace Health and Safety Act 2011

Culture - Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the WentWest Code of Conduct.

Finance and Resources - Manage allocated finance and resources efficiently and effectively in accordance with the WentWest Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, corporate records, intellectual property and personnel records and include the correct retention of data and records.

WentWest is an evolving organisation of continual improvement. The role scope described is intended as a guide to the responsibilities.

ADDITIONAL REQUIREMENTS AND TRAVEL REQUIRED

- Frequent travel across Western Sydney to fulfil the requirements of the role
- Own fully insured vehicle and driver's license required
- Regular out of hours work required on evenings and weekends for events, meetings or conferences, etc.
- Some overnight travel within the Western Sydney area, interstate travel may be required for conferences or meetings

Note: Out of hours work should be managed in accordance with WentWest's Flexible Work Policy and employees' hours should be adjusted flexibly to accommodate hours worked outside of core business.

MANAGEMENT SYSTEM – QUALITY AND INFORMATION SECURITY

- Ongoing compliance with WentWest management system requirements
- Responsible for ensuring that all documents that are part of the WentWest management system and assigned to this position are reviewed and updated in accordance with the Control of Documents and Records Policy
- Actively participate in quality improvement initiatives within their teams and across the organisation
- Ongoing compliance with WentWest's Information Security Policy and the information security components of the WentWest Management System

QUALIFICATIONS

- Relevant tertiary qualifications in health, business, or social science.

- Certificate IV – Workplace Assessment and Training (desirable)

SKILLS AND EXPERIENCE

Essential

- Experience working within a healthcare setting liaising with health professionals including medical professionals such as GPs and specialists, nursing and allied health providers
- Knowledge and experience working in a dynamic and changing environment
- High level communication skills, including the ability to develop and maintain professional relationships in a challenging environment
- Effective negotiation skills
- Demonstrated initiative and ability to work independently
- Ability to facilitate training programs and an understanding of the principles of adult learning in small groups or in one-on-one sessions
- Ability to meet deadlines and work well under pressure
- Computer literacy and proficiency with Microsoft Office Suite

PRE-APPOINTMENT REQUIREMENTS

- Right to work in Australia documents (Passport or Birth Certificate with 100 points of ID)
- Certification of any tertiary qualifications and professional memberships
- National Police check completed in the last six months
- Working With Children Check
- Verification of current NSW drivers' licence
- Verification of comprehensively insured motor vehicle

WENTWEST VALUES - behaviours and ways of working the organisation sees as critical

Display an attitude and behave in a manner that is in keeping with our Core Values and through own behaviour and through effective implementation of a positive team-based culture.

Creativity – challenge convention

Leadership – inspire action

Equity – actively overcome barriers

Excellence – be the best we can be

Respect – understand others