

 POSITION DESCRIPTION	PD	399
	Version	1.0

Position Title	Senior Manager, Clarence Valley Primary Care Access
Classification:	Individual Contract
Industrial Agreement or Award:	National Employment Standards
Reports to:	Associate Director, Access Equity and Team Care
Date Reviewed:	July 2026

HEALTHY NORTH COAST VALUES

The Healthy North Coast

CAN-DO

Effect

Community first and always	Achieving more together	Nurturing innovation
We are committed to serving our communities. We listen actively, and every voice is heard, respected and valued. We measure success by the wellbeing of our communities.	We believe in the power of collaboration and teamwork. We value different strengths and perspectives. We know we can achieve more and create a lasting impact by working as one.	We thrive on challenges and explore new ideas and approaches to problem-solving. We are always learning and open to change so we can drive advancements and growth that make a difference

POSITION OBJECTIVE

The Senior Manager, Clarence Valley Primary Care Access will provide strategic leadership, program management and commissioning oversight for the Clarence Valley Primary Care Access Recovery Program funded through the Australian Government's General Practice Incentive Fund (GPIF). The role will lead implementation of a coordinated service system recovery program designed to improve access to primary care, strengthen workforce sustainability and reduce reliance on acute care services across Clarence Valley, with a particular focus on Grafton, Maclean and surrounding communities.

- The role is responsible for delivering a complex portfolio of commissioned activities across four integrated solution streams:
- strengthening whole-of-system pathways and partnerships
 - establishing trusted primary care navigation and liaison functions
 - expanding high-impact primary care access and workforce models
 - monitoring, evaluation and sustainability planning.

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The position will work closely with general practices, Aboriginal Community Controlled Health Organisations (ACCHOs), Northern NSW Local Health District, community pharmacies, allied health providers, local government, community stakeholders and commissioned service providers to deliver measurable improvements in primary care access, workforce stability and community health outcomes

The role will oversee commissioning activities, workforce initiatives, stakeholder governance, contract management, performance monitoring, community engagement, program evaluation and sustainability planning to ensure achievement of contractual obligations and grant outcomes.

KEY RESPONSIBILITIES

- Lead the implementation, delivery and continuous improvement of the Clarence Valley Primary Care Access Program, ensuring achievement of approved outcomes, milestones, budgets and funding requirements.
- Provide strategic leadership for initiatives that improve primary care access, workforce sustainability, service integration and health outcomes across Clarence Valley communities.
- Lead commissioning activities including market engagement, procurement, contract negotiation, establishment and performance management of commissioned services and providers.
- Build and maintain strong partnerships with general practice, Aboriginal Community Controlled Health Organisations, Local Health Districts, allied health providers, pharmacies, community organisations and government stakeholders to drive coordinated service system improvement.
- Facilitate co-design, consultation and governance processes that ensure services are evidence-based, culturally safe, responsive to community needs and supported by key stakeholders
- Establish and oversee integrated care pathways, workforce initiatives and service models that improve access, continuity of care and appropriate use of health services.
- Lead implementation of workforce attraction, retention, capability development and practice support initiatives aligned to local workforce priorities and thin-market challenges.
- Monitor program performance, risks, opportunities and outcomes, ensuring effective governance, quality assurance and compliance with funding agreements and organisational requirements.
- Use data, evaluation findings and stakeholder insights to inform decision-making, measure impact and drive continuous improvement across all program activities.
- Prepare high-quality reports, briefings, funding updates and recommendations for executives, governance groups, funding bodies and key stakeholders.
- Provide leadership, coaching and support to staff, project teams and commissioned providers, fostering a culture of collaboration, accountability and continuous improvement
- Ensure all activities are delivered in accordance with relevant legislation, funding agreements, organisational policies and Healthy North Coast values, including Work Health and Safety, cultural safety, privacy and continuous improvement.

Please note some inter and intra state travel, and work outside standard office hours, may be a requirement of this role.

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CAPABILITY FRAMEWORK

Healthy North Coast has an endorsed Capability Framework that supports each position across the organisation. The Classification of each position details role specific capabilities.

SELECTION CRITERIA

Applicants must demonstrate how they meet the Selection Criteria for this position

Key selection	1. Demonstrated understanding of general practice, and primary health care service delivery, including the funding environment, policy context, workforce pressures, rural service challenges, and opportunities to improve service delivery.
	2. Demonstrated experience leading complex health, commissioning, service improvement or system reform programs, including planning, implementation, governance, risk management, budget oversight, performance monitoring and reporting to support delivery of strategic and operational plans.
	3. Strong stakeholder engagement and partnership capability, with the ability to build trusted relationships across general practice, ACCHOs, the Local Health District, community pharmacy, allied health, government and community stakeholders.
	4. Demonstrated ability to use data, evidence and evaluation to inform decision-making, monitor outcomes, drive continuous improvement and support measurable improvements in primary care service delivery.
	5. Experience in commissioning, procurement, contract management or provider performance management, including working with commissioned providers to deliver agreed outcomes.
	6. Strong communication, influencing and facilitation skills, including the ability to tailor messages, support co-design, prepare high-quality briefings and reports, and bring stakeholders together around shared priorities
	7. Demonstrated people leadership capability, including the ability to lead project teams, support staff and providers, manage competing priorities, and foster a culture of collaboration, accountability and continuous improvement.
	8. Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity, cultural safety, privacy and continuous improvement principles.
Qualification	9. Relevant tertiary qualifications in health, management, public policy, business, social sciences or a related discipline, and/or equivalent senior management experience 8+ years.

APPOINTMENT SUBJECT TO:

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- 1. Criminal record clearance
- 2. Employee confirmation that they do not have a pre-existing injury or illness that would affect their ability to undertake the inherent requirements of this position
- 3. Current Class C Driver’s Licence may be a requirement of specific roles

PERFORMANCE OBJECTIVES:
To be established with the Reporting Manager within the 3-month probationary period.

ACKNOWLEDGEMENT:
The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

As occupant of the position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name:	
Signature:	
Date:	