



# Position description

<b>Position title:</b>	Project Officer, MedicineInsight
<b>Position number:</b>	20042759
<b>Position level:</b>	APS6
<b>Salary:</b>	\$98,327 to \$110,927 plus 15.4% superannuation
<b>Employment type:</b>	Full-time, non-ongoing for a period of 12 months with the possibility of extension
<b>Reporting to:</b>	Manager, MedicineInsight Program
<b>Location:</b>	Australian Commission on Safety and Quality in Health Care 255 Elizabeth Street, Sydney

## Overview of the Commission

The Australian Commission on Safety and Quality in Health Care (Commission) leads improvements in the safety and quality of health care so all Australians receive better care, everywhere. It works in partnership with patients, carers, clinicians, the Australian, state and territory health systems, the private sector, managers and healthcare organisations to achieve a safe, high-quality and sustainable health system.

Key functions of the Commission include developing national safety and quality standards, developing clinical care standards to improve the implementation of evidence-based health care, coordinating work in specific areas to improve outcomes for patients, and providing information, publications and resources about safety and quality.

The Commission works in four priority areas:

- High-quality care in an evolving environment
- Strong outcome – focused clinical governance
- Empowered patients, carers and communities
- An improvement – driven workforce culture.

The Commission is an inclusive workplace, and we welcome and encourage applications from candidates with diverse backgrounds and experiences. We encourage everyone to be themselves without fear of discrimination or judgement about their ancestry, age, gender identity, religion, sexual orientation, cultural background and/or disability status.

## Overview of the program

The Measurement for Improvement Program (MFI) is responsible for a range of projects to support the feedback of safety and quality data to multiple levels of the health system including consumers, clinicians, administrators and funders. This work also supports the Commission's national health information role and commitments under the National Health Reform Act 2011, and the National Health Reform and Information Agreements.

MedicineInsight operates within the MFI after the transition to the Commission in January 2023 when the Commission became the custodian of a range of Quality Use of Medicines (QUM) functions. MedicineInsight is a quality improvement program using data from Australian general practices to support best practice and the post-market surveillance of medicines. It allows general practitioners to reflect on their prescribing patterns and patient care and review their practice results as well as the aggregate of all participating MedicineInsight practices.

Participating practices are offered customised quality improvement recommendations that align with best practice and identify key areas for improvement which benefit patients.

The Project Officer will be expected to work with limited supervision, within a team context and with internal and external stakeholders. The position requires excellent skills in customer service, communication, problem solving and time management and would suit a highly performing candidate with cross-functional role experience.

## Position duties and responsibilities

1. Undertake project management activities including input into project planning and documentation; assistance with implementation; monitoring and reporting on progress, identifying problems and proposing possible solutions.
2. Provide strong customer service and technical support to health professionals and IT providers.
3. Operate multiple software programs and databases such as Microsoft Dynamics CRM, Jira and TeamViewer.
4. Collate, edit and draft meeting papers, correspondence, discussion papers, submissions, consultation materials, briefing notes and other written materials associated with the program.
5. Provide secretariat support for committees and expert groups, including preparation of agenda papers, meeting notes, logistics and other administrative tasks.
6. Undertake procurement and contract management activities including financial administration and budget preparation and monitoring as necessary.
7. Collaborate with other team members and other program teams within the Commission to support the work of the team.
8. Other duties as required and directed.

## Skills and knowledge required

The successful candidate will have:

- Excellent customer service, project management, time management and organisational skills
- Strong writing skills
- Effective and well-developed interpersonal and communication skills including the ability to present, negotiate, influence and consult
- Well-developed research, strategic analysis and interpretation skills
- Sound decision making skills, incorporating initiative and professional judgement where necessary
- Understanding of government processes, including procurement and contract management

- A professional, positive and solutions-focused approach to work
- Knowledge of the Australian healthcare system and an understanding of issues regarding safety and quality in health care.

## Qualifications and experience

The successful candidate will have:

- Demonstrated customer service experience, preferably with a technical component, with strong attention to detail and data entry skills
- Demonstrated project management experience to manage a range of competing projects
- Experience in writing effectively for different audiences and in different formats
- Demonstrated experience in budget, contract management and procurement
- Experience facilitating the work of committees, and engaging and communicating with stakeholders
- Relevant qualifications desirable.

## Selection criteria

1. Demonstrated project management and customer service skills and experience.
2. Well-developed oral and written communication skills including demonstrated ability to prepare documents including briefing papers, reviews, submissions, correspondence and meeting papers.
3. Demonstrated strong interpersonal skills with an ability to communicate effectively and develop productive working relationships with a range of stakeholders.
4. Strong conceptual, analytical and research skills, including demonstrated sound judgement and innovative problem-solving skills.
5. Effective teamwork skills including the ability to work collaboratively to achieve results and outcomes in a timely manner.

## To apply

To apply for this position, please complete and submit an application form through <https://www.safetyandquality.gov.au/careers> and upload:

- A CV summarising your relevant experience and qualifications
- A two-page cover letter broadly addressing your suitability against both the position description and selection criteria.

Applications are due by **11.59pm Australian Eastern Daylight Time (AEDT), Wednesday 21 January 2026**.

Candidates must be Australian citizens to be eligible to apply.

**Please note:** This position will be offered in a hybrid model of office based (Sydney) and working from home, where operationally feasible. A regular weekly presence in the office is required.

## Selection process

The selection process is commonly made up of several forms of assessment, such as review of written applications, interviews, work sample tests, and referees checks. However appointments may be made based on assessment of written applications and referee checks only.

The Commission provides reasonable adjustments such as access, equipment or other practical support at relevant stages of the recruitment process. Please inform the Commission of any reasonable adjustments that could be considered in conjunction with your application.

## RecruitAbility

RecruitAbility is a scheme which aims to attract and develop applicants with disability and also facilitate cultural changes in selection panels and agency recruitment.

The Commission is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

## How do I opt into RecruitAbility?

You will be asked to indicate if you wish to opt into RecruitAbility in the application form. You must tick the 'opt in' box to participate in RecruitAbility. Simply declaring that you have a disability will not automatically include you. More information on RecruitAbility can be found here: [RecruitAbility scheme: A guide for applicants](#)