

Position Title:	Program Support Officer, Partnerships
Full Time Equivalent:	0.6 FTE (3 days per week), Fixed Term until 30 June 2020
Directorate:	Health Systems Integration
Reporting Structure:	Partnerships Manager
Direct reports:	Nil

ABOUT PHNs

North Western Melbourne Primary Health Network is one of 31 Primary Health Networks (PHNs) across Australia, established by the Commonwealth Government in 1 July 2015. The North Western Melbourne PHN is operated by Melbourne Primary Care Network (MPCN), an independent, locally governed and run, not-for-profit organisation dedicated to improving primary health care in our local communities.

Our Organisation Our Region

The North Western Melbourne PHN catchment covers approximately 3,200 km² across the north western region of Melbourne and includes, but is not limited to, Bacchus Marsh, Craigieburn, Gisborne, Little River, Maribyrnong, Melbourne, Melton, Preston, Sunbury and Werribee. By population reach, we are Victoria's largest PHN. The catchment crosses 13 Local Government Areas (LGAs). It is a region of significant cultural and socio-economic diversity, and includes some of the fastest growing and most socio-economically deprived areas in Australia. This includes large numbers of people from non-English speaking backgrounds, as well as humanitarian arrivals, with approximately one third of the region's population being born overseas. Homelessness, housing affordability and rental stress are major issues for the region.

The region also has a complex service system, including: 12 large/specialist hospitals; 12 community health services across multiple sites; more than 1700 GPs across 520 practices; over 130 aged care facilities; over 120 mental health and alcohol and drug service providers, and many of Victoria's correctional facilities.

North Western Melbourne PHN is widely recognised as a high performing health care organisation. We are the one of three national lead sites for the Commonwealth's mental health reform program. We are also the lead agency for a number of health system development programs funded through the Victorian state government, and run in conjunction with the other five Victorian PHNs (Western Vic, Murray, Gippsland, Eastern Melbourne, South East Melbourne).

North Western Melbourne PHN – a commissioning organisation

Commissioning is the planning and purchasing of health services to meet the needs of populations. As a commissioning organisation, North Western Melbourne PHN allocates funds to address community health needs, and works in partnership with a large range of service delivery and community organisations to deliver flexible and tailored solutions to address the health needs of our communities. Commissioning also provides the mechanism for performance evaluation and accountability back to communities and to governments through setting and monitoring the performance of funded health care providers.

Our business and operating model is designed to formalise and strengthen the already well-established and functioning partnerships and alliances across the region. A core remit of the organisation is to improve health outcomes for communities by fostering innovation, leveraging and coordinating existing community and organisational assets, and driving value for money.

We do this by:

- responding to local and national priorities in order to reduce the burden of disease and improve population health outcomes;
- improving quality of care and individual outcomes;
- improving integration and coordination of care across the continuum; and
- creating a sustainable organisation which is well positioned to influence the reform of the health care system and take advantage of new opportunities.




About this role

As one of the mechanisms to ensure local needs and priorities are being addressed through the commissioning process, NWMPHN actively participates in a number of regional partnerships with other health and community organisations and providers. These regional partnerships enable us to establish locally relevant arrangements to achieve the most positive impact for local communities.

Currently, NWMPHN is a member of four formal regional partnerships:

- **Better Health Plan for the West** is a partnership of diverse stakeholders working to improve the health and wellbeing of people living in Melbourne's western region;
- **The Collaborative** is a partnership between four organisations working to create joint solutions to shared health care problems in Melbourne's inner north west;
- **Better Health North Eastern Melbourne** is a region-wide platform of service providers and organisations focused on primary health care system collaboration - to improve health outcomes for people in Melbourne's north eastern suburbs; and
- **Shared Vision for the North** is a collaboration established to improve health outcomes and strengthen service systems capacity for the population of the outer north.



The Manager roles for both the 'Better Health Plan for the West' (Partnerships Manager) and 'The Collaborative' (Manager, The Collaborative) sit within NWMPHN. The Program Support Officer, Partnerships role is an entry level position which directly supports and works with The Better Health Plan for the West and The Collaborative. The position is line managed by the Partnerships Manager.

Key duties and responsibilities

Operational Support

Support partnership Managers with:

- general administrative support, including arranging meetings, coordinating papers, organising venues, agendas, minute-taking and follow-up actions
- project support, including tracking, reporting and quality control
- preparation of high quality written reports and presentations including status updates and discussion papers, as requested.

Research and Evaluation Support

Support partnership Managers with:

- assessment and prioritisation of regional community health and service needs; and identification of evidence regarding best practice strategies and initiatives relating to priority areas and projects.
- coordination of internal and external consultations to build understanding of the needs established.
- effective monitoring and evaluation strategies that drive efficiency, effectiveness, and quality, and that contribute to the evidence base.
- contributing to the NWMPHN understanding and experience of best practice collaboration and partnership methodologies.

Information and Knowledge Management

Support partnership Managers with:

- development of processes and approaches to support communication and coordination within NWMPHN and across the regional partnerships, including development and implementation of communication and stakeholder engagement strategies.
- data and information collection, recording, analysis and sharing, in line with organisational policies and procedures.
- collection and monitoring of information on the external environment on a regular basis to enhance knowledge across the partnerships.



Key selection criteria

Essential criteria

Qualifications

- Tertiary qualification in social science, education or health related studies.

Skills, Knowledge and Experience

- Capacity to work autonomously within a supportive team environment on a range of diverse issues to meet project requirements.
- Strong problem-solving skills.
- Strong communication skills including written, verbal and presentation skills.
- Interpersonal and negotiation skills to establish and maintain effective relationships and work collaboratively with internal and external colleagues to deliver shared outcomes.
- Knowledge of project management methodologies and evaluation strategies.
- Demonstrated analytical and/or evaluation skills.
- Well-developed administrative skills and capabilities including demonstrated ability and competence in the use of technology and a variety of software systems including Microsoft Word, Excel and PowerPoint.
- Awareness of the Australian health system and policy priorities.

Desirable criteria

- Experience of best-practice project change management and/or quality improvement within the health sector.
- Experience working in cross-sectoral, multi-party collaborations or partnerships.

Your personal attributes and behaviours

In this role you are expected to demonstrate the following attributes and behaviours:

- *Progressive leadership*: You are a forward thinking and authentic leader who leads by example and empowers staff to create and drive innovation.
- *Commitment to quality*: You honour our organisational vision and mission and constantly strive for excellence in service delivery and advancement.
- *Ethics*: You demonstrate a core commitment to act with fairness, integrity and transparency in serving the best interests of all stakeholders.
- *Professionalism*: You are a dedicated professional who respects and collaborates with others and is fully accountable for your actions.



Additional information and requirements

National Police Record Check

Employment is subject to a satisfactory national police check. This will be undertaken and paid for by the employer.

Performance Evaluation

Performance reviews are conducted annually to assess outcomes against agreed performance indicators and to establish new role and professional development objectives.

Authorised

This position description is current at the date of approval and may be amended in conjunction with the current incumbent, and based on organisational requirements.

Chief Executive Officer Signed:	Date:
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I agree to undertake the role of Program Support Officer, Partnerships, as outlined in this position description.

Name: Signed:	Date:
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We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.

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