

Position Description

Position	Service Development Officer
Location	Heatherton
Directorate	Service Innovation
Reports to	Manager Chronic Disease
Employment status	Full time 12 maximum term position available

About South Eastern Melbourne PHN (SEMPHN)

We are one of six Primary Health Networks (PHNs) in Victoria, and 31 PHNs across Australia.

There are around 1.5million residents in [our catchment](#), which stretches from St Kilda to Sorrento, and as far east as Bunyip, including the major population hubs of Clayton, Dandenong, Moorabbin, Caulfield, Cranbourne, Frankston and Pakenham.

Reporting to an independent Board, we are a 'for-benefit' social enterprise working on behalf of the Federal Government to improve local health care. We want everyone in our community to be able to access the right care, in the right place, at the right time.

We are working to achieve this goal by improving access to existing services, commissioning new services to improve health outcomes and encouraging GPs and others to innovate and further improve local health care.

The Federal Government has identified seven priority areas for improvement and innovation for primary health:

- Mental health
- Alcohol and Other Drugs
- Aboriginal and Torres Strait Islander Health
- Aged care
- Population health
- Health workforce development
- Digital health.

We are well on track for our deadlines of commissioning services and you might be interested to know that SEMPHN has been identified as one of the 10 PHN lead sites to champion mental health reforms and trial innovative service models.

SEMPHN is also recognised as a Gold accredited Mental Health First Aid Australia Skilled Workplace.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it.

Our values are Collaboration; Community; Accountability; Respect; Excellence; and Solution focused.

All SEMPHN employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours which reflect these values.

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About the Service Innovation Directorate

The Service Innovation Directorate leads change in the areas of commissioning services across the region enabling SEMPLHN to both increase access to primary health care services and shape the system that delivers those services. This team provides the essential capacity in service design, including codesign and contract management necessary for intelligent and efficient commissioning activities.

About Out of Home Care

Out-of-home care (OoHC) is a temporary, medium or long-term living arrangement for children and young people who cannot live in their family home. In Victoria, approximately 500 children are living in residential care on a regular basis. Residential care is provided in community-based residential facilities for short, medium- and long-term placements for young people aged predominantly between 12–17 years who are unable to be placed in home-based care.

Young people in residential care are some of the most vulnerable members of the community. More than one-third of young people in residential care have experienced over ten OoHC placements in their lifetime. Often these young people can't settle in a foster care and/or a kinship care placement and often have areas of concern such as substance use, mental health and a series of special (and often unmet) needs.

Job Summary

The commissioning of early intervention primary care capacity building services in the SEMPLHN catchment represents one of the key priorities for the organisation. As such, SEMPLHN is looking for an individual to support the organisation's work in coordinating these services in the SEMPLHN catchment over the coming years.

The Service Development Officer will work with the Leads and Managers and liaise closely with other internal teams such as Service Innovation; Contracts; System Outcomes; Provider Support and external stakeholders to support the implementation of all aspects of the service development and commissioning framework. This includes working collaboratively with our stakeholders and consumers to support the linkage between general practices and residential homes.

The Service Development Officer will also work closely with the Department of Health and Human Services in order to maximise collective efforts and resources.

The Service Development Office will (for the SEMPLHN region):

- Map the residential homes, associated GP practices and intersecting youth services
- Implement a Medical Home Model for all the residential homes in South Eastern Melbourne Catchment Area
- Build on and support existing relationships between residential homes and general practices
- Streamline the central collection of data
- Facilitate sharing of health information as appropriate between the homes and general practices
- Build capacity and enhance system effectiveness to meet the needs of the young people/residential home staff
- Establish and facilitate The SEMPLHN youth services steering committee
- Manage relevant commissioning contracts and projects (including but not limited to regular access to Trauma informed training for program participants.)
- Establish and maintain key working relationships

This role will also be part of the Chronic Disease team and will contribute to the broader Chronic Disease portfolio through Service Development Officer responsibilities.

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Key Responsibilities

Service Development

- Support the commissioning of services within the OoHC and Chronic Disease programs
- Effectively manage a timeline of tasks and deliverables.
- Use evidence-based literature and data to inform and influence change and improvements.
- Assist with the development and implementation of key commissioning resources and develop outputs and outcomes that are measurable against contract deliverables.
- Develop and manage efficient and effective evaluation tools to monitor performance.

Stakeholder Engagement

- Engage with key internal and external stakeholders to promote a shared understanding and application of commissioning processes, including the provision of education and development of capability.
- Build and maintain strong relationships and actively engage with key stakeholders, consumers and community members developing capacity and influencing service outcomes.
- Effectively engage with and build upon stakeholder relationships that foster the co-design and delivery of innovative service models.
- Monitor contract performance via effective relationships with organisations delivering commissioned services.

Research, Planning and Development

- Investigate models of care and make recommendations that inform decisions on future service development in early intervention primary care and chronic disease prevention management and related initiatives.
- Support the design, development and implementation of new models of care fostering innovation and excellence.
- Participate in evaluations to inform future directions of commissioning processes.
- Participate in planning activities as identified by the Service Innovation team, in the development of innovative and sustainable solutions.
- Manage a timeline of tasks and deliverables that contribute to the delivery of the program/projects in the most effective and efficient manner for the commissioning of services.

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Team Membership

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.

Quality

- Actively participate in and contribute to a continuous culture of workplace quality improvement activities.
- Comply with all relevant legislation, regulations and professional standards.

Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

Key Relationships

Internal

- General Manager, Service Innovation
- Manager Chronic Disease
- Manager Youth Mental Health and Suicide Prevention
- Youth mental health team leader
- Provider Support staff
- Service Innovation staff
- System Outcomes staff

External

- DHHS - Health and Education Coordinator and Child Protection Practitioners
- OoHC residential service providers funded by DHHS.

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Key Selection Criteria

Qualifications

- Relevant tertiary qualifications or equivalent relevant experience.

Skills, Knowledge and Experience

- Established contract management and stakeholder relationship skills.
- Demonstrated experience in health and community service programs.
- Experience working with a range of health care providers including General Practices, nurses, Child Protection Workers and Allied Health Providers including consumers and their natural supports.
- Demonstrated experience managing projects.
- Proven ability to identify innovative solutions and influence outcomes.
- Strong analytical and problem-solving skills with the ability to analyse issues and provide advice upon which decisions can be based.
- Demonstrated experience in influencing, negotiating and engaging positively with a diverse range of stakeholders to achieve improved outcomes and effective systems change.
- Strong Microsoft Office skills.

Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check may be required in accordance with government funding requirements.
- All employees of SEMPHN may be required to work across the SEMPHN catchment.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's Licence is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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