

Position Description

Position	Manager, Service Development Mental Health
Location	Heatherton
Directorate	Service Innovation
Reports to	Executive General Manager, Service Development
Employment Status	Full time, Ongoing

About South Eastern Melbourne PHN (SEMPHN)

SEMPHN is a leader, facilitator and influencer towards the shared goal of better primary health care.

We are one of six Primary Health Networks (PHNs) in Victoria, and 31 PHNs across Australia, with around 1.5million residents in our catchment.

Reporting to an independent Board, we are funded primarily by the Australian Government to help people in south east Melbourne get the health care they need, when and where they need it.

We do this by:

- commissioning out-of-hospital services, locally.
- partnering to make quality care more accessible and integrated, and easier to navigate – especially for people who need it most.
- helping primary health care professionals to deliver the best care possible – now, and into the future.
- influencing Government policy on primary health care reform.

Evidence-based practice is the foundation of our work, and we are constantly asking, ‘together, how can we do this even better?’

The Australian Government has seven priority areas for improvement and innovation for primary health: Mental health; Alcohol and Other Drugs (AOD); Aboriginal and Torres Strait Islander Health; Aged care; Population health; Health workforce development and Digital health.

In this context, we challenge the status quo and often design things differently, with a very clear goal to measurably improve health. This is the ultimate indicator of our success.

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.

In facing the many opportunities and challenges in our work, our people are exceptional at adapting to evolving needs.

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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 SEMPHN 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.

Job Summary

The commissioning of mental health services in the SEMPHN catchment represents one of the key priorities for the organisation. As such, SEMPHN is looking for an individual that will have a key role in shaping and driving the organisation's work in the commissioning of mental health services and programs as well as initiatives that are responsive to local needs and gaps.

The Manager, Service Development Mental Health will manage the work across various portfolios such as, mental health services commissioned in the Low Intensity, Mild to Moderate and Severe and Complex components of the SEMPHN Mental Health Stepped Care Model, Access & Referral, Older Persons, Psychosocial Services and Aboriginal Health.

In this regard, the Manager, Service Development Mental Health will work collaboratively with internal and external stakeholders to support the implementation of all aspects of the Commissioning Framework. This includes leading the design and commissioning of relevant services through phases of planning, identification of gaps in health services and developing new models of care.

The Manager, Service Development Mental Health will also be responsible for the Access & Referral team that centrally manage referrals into SEMPHN's funded services. The Access & referral team also works with members of the community, including providers of services and General Practitioners to provide up to date access, information, and support primarily to mental health and AOD services as well as local community and health supports.

It is essential that the Manager, Service Development, Mental Health brings to the role a strong understanding of the health care system, proven project management skills and the ability to lead system improvements. The role reports to the Executive General Manager, Service Innovation and will assist in leading the implementation and operation of a rigorous commissioning framework including the principles of contestability, transparency and robust contract management.

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Key Responsibilities

- Management and strategic oversight of the reform of primary mental health services across the SEMPHN catchment.
- Provide leadership and coordination for the organisation's work in commissioning mental health services by leading the planning, design, procurement, establishment, monitoring and evaluation stages of the commissioning framework.
- Be responsible for managing a range of initiatives and projects that aim to improve health outcomes including project scoping, scheduling and budget development, quality planning, risk management, stakeholder management, determining required resources and project evaluation.
- Provide leadership and management for the Access & Referral team to ensure compliance with agreed practices and organisational procedures with a focus on appropriately managing at-risk consumers and referrals.
- Be responsible for building and cultivating a team of Service Development Officers and Leads that can deliver on the work of the team and, ultimately, the broader organisation.
- Manage the mental health planning and funding schedules including allocated staff and other resources and manage issues, risks, and work dependencies.
- Ensure strong regional engagement with the mental health sector in the PHN's catchment.
- Work collaboratively with the other directorates and managers to ensure regional needs assessments are completed for mental health.
- Actively participate in organisational reporting and adherence to Department of Health funding schedules, guidelines, and reporting.

Service Development

- Manage and support a range of service development initiatives arising through service planning, research, and development activities, focusing principally on mental health.
- Pro-actively connect with other staff to support and assist work practices consistent with the Commissioning Framework.

Project Management

- Lead, implement and manage SEMPHN commissioning to support equitable, effective, and efficient health programs and initiatives.
- High-level project planning, management, evaluation, and problem-solving skills, including identification and implementation of workable solutions to problems.
- Develop and implement key commissioning resources to ensure consistent, comparable, and measurable outputs and outcomes.

Stakeholder Engagement

- Engage with key internal and external stakeholders to promote a shared understanding and application of commissioning processes, including provision of education and development.

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Evaluation

- Oversee the design, development, implementation, and evaluation of new models of care.
- Responsible for the high-level evaluation of the models of care, including recommendations.
- Work closely with the Business Intelligence team to collaboratively design, develop, implement, and evaluate models of care.

Research, Planning and Development

- Participate in planning activities as identified by the Service Innovation team and/or SEMPHN Executive Team.

Team Membership

- Manage and lead a small team.
- 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

- Executive General Manager, Service Innovation
- Service Innovation staff
- Business Intelligence staff

External

- Mental health agencies in the catchment
- Consumers of mental health services in the catchment

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Key Selection Criteria

Qualifications

- Relevant tertiary qualifications and/or equivalent relevant experience in the Mental Health sector (preferably Youth Mental Health, Suicide Prevention, Out of home Care, AOD or Public Health sector).

Skills, Knowledge and Experience

- Relevant tertiary qualifications in either clinical, health science or social sciences or equivalent.
- Demonstrated experience in a leadership role in the health and community service sectors and in leading and managing staff.
- Experience in the commissioning of services ideally in the primary health or community services sectors.
- Health sector knowledge and understanding of Commonwealth and State Mental Health policies and funding arrangements.
- Experience in leadership and financial management, demonstrated capacity to project plan, implement and monitor health programs as well as meet agreed performance outcomes.
- Proven ability to manage contracts, negotiation, implementation, and monitoring government funded programs including reporting and compliance requirements.
- Demonstrated experience in change management, leading teams as well as implementation of organisational wide changes.
- Strong influencing, collaborative and relationship management skills.
- Highly developed conceptual, analytical, and problem-solving skills, including the ability to identify and manage emerging issues, trends, and risks.
- Strong Microsoft Office skills.

Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check will 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 License 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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