

Position Description

| | |
|--------------------------|--|
| Position | Service Development Officer |
| Location | Heatherton |
| Directorate | Service Innovation |
| Reports to | Manager, Service Development Mental Health |
| Employment Status | Full time, 24-month maximum term |

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.

| | | | | |
|--------------|--|-------|----------|-------------|
| Revision No: | | Date: | May 2021 | Page 1 of 4 |
|--------------|--|-------|----------|-------------|

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, suicide prevention, and AOD services in the SEMPHN catchment represents the key priorities for the organisation.

SEMPHN is looking for an individual who has extensive experience in **Adult Mental Health** to support the organisation's work in implementing and expanding Commonwealth funded mental health services in the catchment over the coming years.

This role will effectively manage contracts as well as build strong relationships with stakeholders to facilitate change in delivering services and building the capacity of providers to work within the mental health stepped care model, existing and newly redesigned models of care.

The Service Development Officer will work with the **Access and Referral Team**, Manager, and Leads, and liaise closely with other internal teams such as Service Innovation; Contracts; Business Intelligence; 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 commissioning of solutions in mental health through phased strategic and project planning, identification of gaps in health services, the co-design of new models of care as well as ensuring relevant outcome frameworks are determined that will measure performance.

Key Responsibilities

Service Development

- Support the implementation of SEMPHN commissioned programs that help deliver equitable, effective and efficient health programs and initiatives, focusing principally on those programs and initiatives relating to **Adult Mental Health**.
- 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.

| | | | | |
|--------------|--|-------|----------|-------------|
| Revision No: | | Date: | May 2021 | Page 2 of 4 |
|--------------|--|-------|----------|-------------|

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 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.

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.

| | | | | |
|--------------|--|-------|----------|-------------|
| Revision No: | | Date: | May 2021 | Page 3 of 4 |
|--------------|--|-------|----------|-------------|

Key Relationships

Internal

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

External

- Mental health, suicide prevention and drug and alcohol agencies in the catchment
- Consumers of mental health, suicide prevention and drug and alcohol services in the catchment
- Department of Health and Human Services
- Other PHNs.

Key Selection Criteria

Qualifications

- Relevant tertiary qualifications and/or equivalent relevant experience in the Mental Health sector (preferably **Adult Mental Health** or Public Health sector).

Skills, Knowledge and Experience

- Established contract management and stakeholder relationship skills.
- Demonstrated experience in health and community service programs.
- Experience in working with a range of health care providers including General Practices, nurses, and Allied Health Providers and consumers.
- Demonstrated experience working with project management frameworks.
- Proven ability to identify innovative solutions and influence outcomes.
- Strong analytical 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.
- Stakeholder relationship management skills to support effective systems change with improved health outcomes.
- 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.

| | | | | |
|--------------|--|-------|----------|-------------|
| Revision No: | | Date: | May 2021 | Page 4 of 4 |
|--------------|--|-------|----------|-------------|