

Position Description

Position	Service Development Lead
Location	Heatherton
Directorate	Service Innovation
Reports to	Manager, Service Development Mental Health
PD Authorised By	Executive General Manager, Service Innovation

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 co-design and contract management necessary for intelligent and efficient commissioning activities.

Job Summary

The Service Development Lead is responsible for managing all aspects of commissioning for Mental Health with the Mental Health Stepped Care model. Working closely with the Manager Service Development Mental Health, this role will liaise closely with the commissioned providers to establish and maintain relationships and set up processes to support the effective management of these contracts.

The role has oversight and responsibility of the Service Development Officers that work within the Mental Health team. The role will work closely with other internal teams such as Service Development AOD; Contracts & Procurement; 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 Mental health services through phased strategic and project planning. This role will provide informed advice and recommendations to address gaps in health services, future planning considerations, the co-design of new models of care and the development of relevant outcome frameworks that measure performance and monitor model fidelity of commissioned services.

To effectively drive this change, the Service Development Lead will be required to work autonomously and effectively with various stakeholders and be flexible, adaptable and open to new ideas and changed priorities. It is expected that you will build and maintain strong relationships with external stakeholders to facilitate change in delivering services and building the capacity of providers to work within the Mental Health Stepped Care Model.

Key Responsibilities

Service Development

- Oversee and manage the implementation of SEMPHN commissioned programs that help deliver equitable, effective and efficient health programs and initiatives, focusing on the Mental Health Stepped Care model.
- Effectively manage a timeline of tasks and deliverables encompassing the commissioning and procurement of services.
- Closely monitor and oversee the establishment of newly commissioned services to ensure model fidelity is maintained.
- Use evidence-based literature and data to inform and influence change and improvements as well as inform recommendations.
- Manage and oversee the development and implementation of key commissioning resources and develop outputs and outcomes that are measurable against contractual deliverables.
- Develop and manage efficient and effective evaluation tools to monitor performance.
- Develop and manage efficient processes to support timely reporting and escalation of issues.

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Stakeholder Engagement

- Engage with key internal and external stakeholders to promote a shared understanding and application of commissioning processes.
- 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 to lead and manage the co-design and delivery of innovative service models.
- Manage contract performance via effective relationships with organisations delivering commissioned services.
- Escalate presenting issues in a timely manner as well as informed strategies and recommendations.

Research, Planning and Development

- Investigate models of care and make recommendations that inform decisions on future service development of Mental Health initiatives.
- Lead work in the design, development and implementation of new models of care fostering innovation and excellence.
- Effectively conduct evaluations to inform future directions of commissioning processes.
- Participate in planning activities as identified by the Service Innovation team and lead identified activities that support 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 and contractual deliverables.

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 SEMP/PHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

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Key Relationships

Internal

- Executive General Manager, Service Innovation
- All SEMPHN staff
- Service Innovation Teams
- Business Intelligence staff
- Senior Leadership team

External

- GPs and Allied Health Providers
- Relevant mental health agencies and organisations
- Broader sector agencies
- Mental health and drug and alcohol agencies in the catchment
- Consumers of mental health and drug and alcohol services in the catchment
- Provider organisations and their management and staff
- Department of Health and Human Services
- Other PHNs

Key Selection Criteria

Qualifications

- Relevant educational qualifications or equivalent relevant experience in the Mental Health sector.

Skills, Knowledge and Experience

- 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, consumers and provider organisations.
- Demonstrated experience in planning and leading the redesign of programs and commissioning of services while working autonomously.
- Proven ability to identify innovative solutions and influence outcomes to meet agreed objectives.
- Strong analytical problem-solving skills with the ability to analyse issues and provide advice upon which decisions can be based that meet organisational priorities.
- Demonstrated experience in influencing, negotiating and engaging positively with provider organisations to achieve agreed deliverables and contractual obligations.
- Strong stakeholder relationship management skills to support effective systems change with improved health outcomes.
- Demonstrated ability to manage knowledge; be open to new ideas; shares own knowledge, applies knowledge in daily work and builds partnerships for learning and knowledge sharing by promoting collaboration.
- Demonstrated ability to lead discrete pieces of work and escalate appropriately.
- Strong Microsoft Office skills and experience working with databases and shared networking platforms.

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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 any of the SEMPHN sites.
- 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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