

Position Description

Position	Commissioning and Reporting Lead
Location	Heatherton
Directorate	Service Innovation
Reports to	Executive General Manager, Service Innovation
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.

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

SEMPHN is looking for an individual who will support the organisation's work in commissioning Commonwealth funded mental health, suicide prevention, chronic disease and AoD services in the catchment over the coming years representing key priorities for the organisation.

The Commissioning and Reporting Lead reports to the Executive General Manager (EGM) Service Innovation (SI) and sits within the Service Innovation directorate. You will be a member of a dynamic team which works on service development, commissioning, contract management, monitoring and reporting. This role will oversee and ensure that activities undertaken by the Service Innovation directorate align with the SEMPHN Commissioning Framework and reporting structures are in place to ensure effective commissioning and monitoring of services and sound financial and operational reporting.

A strong interface with the Business Intelligence team, Business Services, Strategic Relations, and the Contracts team will be established to support the required deliverables for this role and to support the implementation of all aspects of the service development functions and commissioning framework. This includes working collaboratively with internal teams and external stakeholders and funded providers to support the commissioning of Commonwealth funded services through effective monitoring and reporting.

Key Responsibilities

Service Development

- Work within the SEMPHN commissioning framework and provide guidance, support and advice to the Service Development teams including Managers, Leads, Coordinators and Service Development Officers, in commissioning, with a focus on contract management, managing performance and reporting.
- Support the processes that focus on the establishment and ongoing monitoring of SEMPHN commissioned programs that help deliver equitable, effective, and efficient health programs and initiatives.
- Oversee the monitoring, data, and performance via performance scorecards, of funded services as it aligns with the commissioning framework.
- Effectively oversee functions that support the reporting from an operational and financial perspective.
- Use data and evaluation outcomes to inform and support provider meetings and influence change, service improvements and future directions.
- Assist with the development and implementation of key commissioning resources and develop outputs and outcomes that are measurable against contract deliverables.

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Stakeholder Engagement

- Engage with key internal stakeholders to promote a shared understanding and application of commissioning processes, including the provision of education and development of capability.
- Effectively monitor contract performance against the commissioning framework.

Research, Planning and Development

- Participate 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.

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Key Relationships

Internal

- Executive General Manager, Service Innovation
- Manager, Youth Mental Health and Suicide Prevention
- Manager Alcohol and Other Drugs
- Manager, Chronic Disease
- Manager, Area 4 Pharmacotherapy
- Service Innovation staff
- Contracts team staff

External

- Mental health, suicide prevention, chronic disease and drug and alcohol agencies in the catchment.
- Consumers of mental health, suicide prevention, general practice and drug and alcohol services in the catchment.
- The Department of Health (DH) and the Department of Families, Fairness and Housing (DFFH).
- Other PHNs.

Key Selection Criteria

Qualifications

- Relevant tertiary qualifications or equivalent relevant experience in a health, human services or business setting.

Skills, Knowledge and Experience

- Previous relevant experience in the public health sector.
- Highly developed project management skills to plan, lead and manage complex projects simultaneously, to a high standard, on time and within agreed budget.
- Demonstrated ability to achieve results in an environment of continuous health reform to ensure the delivery of high-quality outcomes, internally and externally.
- Demonstrated analytical skills and the ability to utilise data for monitoring and reporting purposes and to inform decision making, identify innovative solutions and influence outcomes.
- Established contract management and stakeholder relationship skills.
- Highly developed skills to build and maintain effective and productive working relationships with team members, stakeholders, and agencies.
- Demonstrated experience in influencing, negotiating, and engaging positively with a diverse range of stakeholders to achieve 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 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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