Position Description

Position	Manager Insight & Evaluation
Location	Heatherton
Directorate	Business Intelligence
Reports to	Executive General Manager, Business Intelligence
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; and 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 Business Intelligence Directorate

SEMPHN's success is determined by the impact it has on improving the health outcomes of the local community, in particular ensuring that primary health care service capacity is targeted at discrete communities in need. Curating collections of data – local, regional, national – so that they are fit for PHN use is a critical activity of this directorate. Building the evidence and acting as a data conduit through the organisation is key to the organisation's future as a productive commissioner of services.

Business Intelligence directorate comprises of two teams: Insight & Evaluation and Data & Systems Integration. Insight & Evaluation team leads: (1) analysis and assessment of the health and service needs of people in the PHN region to identify opportunities and set priorities for SEMPHN's commissioning activities; and (2) monitoring and evaluation activities of commissioned services to ensure patients receive the right care in the right place at the right time. Data & Systems integration team leads: (1) health data reporting activities and dashboard development; (2) management of SEMPHN databases and metadata; and (3) extensible data acquisition and integration solutions development.

Job Summary

Working in the Insight & Evaluation team within Business Intelligence, the Manager Insight & Evaluation will be responsible for leading the health needs assessments across all seven priority areas within SEMPHN catchment and the design, development and implementation of a comprehensive Monitoring and Evaluation framework for programs commissioned by SEMPHN in response to the needs of the community. Evaluations will be designed to monitor progress, measure outcomes, assess impacts, and identify successes and areas for improvement. The Manager Insight & Evaluation will also be managing a small evaluation team.

Key Responsibilities

- Manage the development and implementation of a monitoring and evaluation framework aligned to SEMPHN strategy.
- Manage the development of a knowledge base regarding health needs, services and programs in SEMPHN catchment.
- Support program teams and provider organisations to identify and define clear and measurable contract/program key performance indicators (KPIs)
- Manage the development and standardization of monitoring data collection tools for both qualitative and quantitative evaluation instruments for SEMPHN commissioned programs and general practices and supports implementation of these.
- Manage the development of systems and protocols to support SEMPHNs collection of consumer outcome and experience data.
- Manage the development and implementation of relevant and robust program logic, evaluation plans and minimum data sets for commissioned activities.
- Identify existing data and data collection opportunities to measure performance against SEMPHN outcomes frameworks.
- Be responsible for the development of monitoring and evaluation policies, standards, and guidance as well as oversight compliance of same.
- Deliver high quality program review and evaluation reports with recommendations.

Planning and Leadership

- Mentor, coach, and provide technical leadership on data collection requirements and evaluation processes to the SEMPHN staff and sector.
- Leads capacity building initiatives for Monitoring and Evaluation team in monitoring and reporting with an emphasis on data visualization and use of business analytics tools (such as Power BI).

Stakeholder Engagement

- Establish strong and effective partnerships with general practices, primary health care providers and other key stakeholders.
- Engage with commissioned entities to support their evaluation activities and ensure appropriate data collection and reporting practices are undertaken.

Team Membership

- Manage and lead a small team.
- Work within a matrix structure within SEMPHN and provide advice to management and the executive
- 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.
- Cultivate a learning environment by sharing knowledge and expertise with fellow team members, professional colleagues and other stakeholders within the organisation.

Quality

- Actively participate in and contribute to a continuous culture of workplace quality improvement activities.
- Apply appropriate privacy legislation and standards to ensure appropriate use, linkage, release and publication of data.
- Comply with all relevant legislation, regulations and professional standards.
- Ensure that projects are delivered in compliance with all relevant contractual, regulatory and policy requirements, including ethics, integrity, privacy, data security and intellectual property obligations.
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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, Business Intelligence
- Business Intelligence staff

- Executive staff and other senior managers

External

- Various reporting agencies and departments
- Other PHNs

Key Selection Criteria

Qualifications

- Relevant tertiary qualification in health economics, public health, evaluation or public/health sector management (ideally Masters or PhD qualification).

Skills, Knowledge and Experience

- High level capability and extensive experience in conducting reviews and evaluations of health-related projects, preferably in the Primary Health Sector.
- Experience leading/managing a small team.
- Demonstrated understanding of, and extensive experience in, mixed-methods research design.
- Extensive experience in the collection, collation and analysis of various data sources (e.g., research evidence, evaluation data, population level data) and the preparation of comprehensive reports with recommendations
- Strong data analysis skills with demonstrated experience in qualitative and quantitative methods.
- Proficiency in the use of data collection software (e.g., REDCap, Survey Monkey, Microsoft Forms) and data analysis tools.
- Experience in cost-effectiveness analysis and health needs assessments is an advantage.
- Demonstrated ability to interpret information rapidly and accurately and prepare reports with recommendations.
- Proven ability to communicate complex information, in a simple yet compelling way, both in writing and orally, across a wide audience.
- Proven ability to manage multiple tasks and meet tight deadlines.
- High level interpersonal and negotiation skills with the ability to build and maintain positive relationships with stakeholders.

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 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.