

# Position Description

<b>Position</b>	ResetLife and AOD Projects Lead
<b>Location</b>	Heatherton
<b>Directorate</b>	Service Innovation
<b>Reports to</b>	Manager, Service Development (Alcohol and Other Drugs)
<b>Employment Status</b>	Full-time ongoing position

## 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

SEMPHN’s 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 ResetLife and AOD Projects Lead is responsible for overseeing all aspects of the commissioning process including the development, implementation, monitoring and support of all commissioned AOD continuum of care services across the catchment.

A major component of the AOD continuum of care services is ResetLife, an evidence-based intensive outpatient rehabilitation program that has been operating in the SEMPHN catchment since 2018. An integral function of this position will be to work closely with funded organisations to provide oversight of the delivery of the ResetLife programs to ensure model fidelity is maintained.

Key to this role is also liaising closely with the commissioned AOD providers to implement, support and monitor the use of rediCASE to enhance referral pathways and ensure timely collection and reporting of relevant data.

### Key Responsibilities

#### Project and Program Management

- Oversight of project deliverables, timelines, and implementation including new and existing projects.
- Development of key procedural and project documentation, including program guidance materials.

#### ResetLife

- Provide oversight of the establishment, implementation and delivery of ResetLife to ensure model fidelity is maintained.
- Provide ongoing support to ResetLife key staff to ensure best practice
- Monitoring data and outcomes to understand performance and to enhance service delivery.

#### 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 AOD Continuum of Care framework.
- Closely monitor and oversee the establishment of commissioned services in accordance with agreed timeframes, performance indicators, quality standards, and budgets.
- 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 processes to support timely reporting and escalation of issues.

### Stakeholder Engagement

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- Engage with key internal and external stakeholders to promote a shared understanding and application of commissioning processes.
- Support PHN provider networking and coordination activities including the ResetLife Communities of Practice
- Escalate presenting issues in a timely manner as well as informed strategies and recommendations.

### **Research, Planning and Development**

- Develop and manage efficient and effective evaluation tools to monitor performance.
- Investigate models of care and make recommendations that inform decisions on future service development of AOD initiatives.

### **Leadership**

- Actively support the Manager, AOD in areas of strategic importance and change management
- Strategically lead the AOD Service Development Officers (SDOs) to enhance capability and competence while reinforcing and supporting a culture of collaboration and accountability that aligns with the PHN strategic priorities

### **Team Membership**

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Participate in regular team meetings and other organisational and stakeholder meetings as required.
- 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**

- Manager AOD, Service Innovation
- Executive General Manager, Service Innovation
- Service Innovation, Business Intelligence and Strategic Relations staff
- Senior Leadership team

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## External

- ResetLife funded providers
- Mental health and drug and alcohol agencies in the catchment
- Consumers of mental health and drug and alcohol services in the catchment
- Department of Health
- Other PHNs

## Key Selection Criteria

### Qualifications

Relevant tertiary qualifications in AOD, health, social science or equivalent relevant experience in the AOD sector.

### Skills, Knowledge and Experience

- Demonstrated experience in health and community service programs including commissioning of health services.
- Experience in working with a range of health care providers including General Practices, nurses, and Allied Health Providers, consumers and provider organisations.
- 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.
- Strong Microsoft Office skills and experience working with databases and shared networking platforms.

### 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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