

Position description

Position	Advisor – Service Performance and Reporting
Business unit	Health Service Commissioning
Reports to	Manager – Commissioning Coordination
Terms and conditions of employment	In accordance with the current industrial Enterprise Agreement and Contract of Employment
Classification/ Salary stream	Advisor – Functional (Coordinator)
Length of position	As per Contract of Employment (subject to ongoing funding from the Australian Government Department of Health)
Location	As per Contract of Employment Primary Health Tasmania provides services across Tasmania

Who we are and what we do

Primary Health Tasmania (Tasmania PHN) is a non-government, not-for-profit organisation working to connect care and keep Tasmanians well and out of hospital. We are one of 31 similar organisations established across Australia under the Australian Government's Primary Health Networks (PHNs) Program.

PHNs have two key goals:

- **improving the efficiency and effectiveness** of health services for people, particularly those at risk of poor health outcomes
- **improving the coordination** of health services and **increasing access and quality support** for people.

More information is available at www.primaryhealthtas.com.au and www.health.gov.au/our-work/phn.

Primary Health Tasmania's activities are based on national priorities set by the Australian Government as well as the identified needs of local communities and priority population groups.

They focus on commissioned service delivery, provider support and system improvement in areas including mental health, alcohol and other drugs, chronic condition management, aged care, digital health, rural health, Aboriginal health, disability, and family, domestic and sexual violence. Teams driving this work are supported by our business and corporate services.

We have a strong program management approach to our work, using a matrix structure. Our program management team draws on the skills and experience of various specialist teams to achieve outcomes. We see collaboration both within and outside of organisation as key to getting results.

What we stand for

Our culture is underpinned by our core values, which guide what our people do every day. We are proud of the work we do and the positive impact it has on the health of Tasmanians, and we are passionate about our values. They capture the essence of our aspirational culture and reflect that we care deeply about how we do things, not just what we do.

OUR SHARED VALUES AND BEHAVIOURS



Our vision: Healthy Tasmanians.

Our purpose: Creating enduring health and wellbeing solutions with the Tasmanian community.

Position purpose

The **Advisor – Service Performance and Reporting** supports the Health Service Commissioning business unit by contributing to the development and maintenance of clear, consistent service-level performance indicators and reporting frameworks for commissioned services. This includes meeting requirements set through funding agreements and national requirements, as well as contributing to the establishment of new indicators developed in response to local needs and strategic priorities.

Positioned within the Commissioning Coordination team, the role works closely with the Health Strategy and Performance team to ensure alignment with organisational reporting obligations, while partnering with Service Design and Contractor Relationships to embed indicators and reporting requirements into service specifications and contracts to enable consistent and effective monitoring of health service performance. The Advisor helps translate service performance data into clear, actionable information that informs contract management, continuous quality improvement, and future service design.

The role connects service performance data with health service commissioning activity to enable evidence-based commissioning, improved visibility and interpretation of health service reporting that leads to measurable service improvements in the primary health system.

Key relationships

Internal	External
Management team	Consultants and subject matter experts in health service commissioning
Contractor Relationships team	Other Australian PHN's and their contract management teams
Service Design team	Commissioned service providers
Program Management team	Consumers and Peak Bodies
Procurement team	
Finance team	
Health Strategy and Performance team	
PHT staff from other functional areas	

Responsibilities and accountabilities

1. Service metrics and reporting frameworks

- Collaborate with Health Strategy and Performance, Service Design and Contractor Relationships to support the development of meaningful and measurable indicators and reporting requirements.
- Support the development of provider reporting templates and supporting materials to ensure expectations are clear, measurable, and data is consistent.
- Align service-level reporting with reporting frameworks, service delivery considerations, funding guidelines, national Minimum Data Sets and commissioning objectives.

2. Integration and Analysis – Service performance data

- Partner with the Health Strategy and Performance team to align service-level metrics with organisational reporting and compliance requirements.
- Assist with collation, interpretation and presentation of data for service reviews, program evaluations, annual reports, executive updates and Board briefs.
- Ensure data integration reflects service activity.

3. Contract support and provider engagement

- Contribute to contract development by supporting the embedding of accurate and achievable performance measures and reporting requirements.
- Support Advisors – Contractor Relationships to monitor service performance and collate organisational reporting.

- Support the monitoring of reporting compliance and identify trends or risks in collaboration with team members.
- Support closing the feedback loop by facilitating the linkage between Health Strategy and Performance analysis, Service Design reviews, and Contractor Relationships monitoring, so that reporting is clear, consistent, and includes actionable feedback.

4. Quality Improvement – Service performance data and reporting

- Contribute to the development of internal tools and processes that support consistent monitoring of provider performance.
- Identify opportunities to streamline reporting frameworks across programs and service types.
- Participate in service monitoring, service reviews, evaluations, and commissioning planning cycles, applying data insights to improve future service design and measurement.

Other duties

- Represent Health Service Commissioning in internal and external forums.
- Undertake other duties as required within the scope of the role.

Competencies

Key to achieving the organisational objectives is a workforce which is flexible and responsive. Central to performance are the competencies - the knowledge, skills and abilities that Primary Health Tasmania employees must demonstrate to perform their roles effectively.

Competencies are the base level knowledge, skills and abilities required by Primary Health Tasmania employees to perform their roles efficiently and effectively. The PHT Competency Framework describes the competencies and associated behaviours that are expected of all Primary Health Tasmania employees, at every level of the organisation. Please refer to the **Primary Health Tasmania Competency Framework** for behavioural indicators for each group and level.

Competency matrix:

Personal attributes - Adapt and respond to change - Display resilience and courage - Act with integrity - Manage self	2 2 2 3	Relationships - Communicate effectively - Commit to customer service - Influence and negotiate - Work collaboratively	3 2 2 3
Results - Deliver results - Plan and prioritise - Think and solve problems - Demonstrate Accountability	2 1 2 2	Business support - Finance - Technology - Procurement and contract management - Project management	1 2 1 1
People leadership and management (direct line management) - Lead, manage and develop people - Inspire direction and purpose - Optimise business outcomes - Manage reform and change	N/A N/A N/A N/A		

- 4 - Highly advanced
 3 - Advanced
 2 - Intermediate
 1 – Foundational

Selection criteria – skills, qualifications, and experience

Key capabilities

- Relevant qualifications or experience in health, community services, university or government research, program management, health service development, reform, policy or contract management
- **Data analysis and interpretation** – Experience working with service performance data with the ability to interpret metrics and outcomes, and present summarised information in easy to read or visual formats
- **Collaboration and communication** – Strong collaboration and teamwork skills to work with Leads, Advisors, Planners, and Providers, with the ability to communicate complex reporting requirements clearly and effectively
- **Contract and performance management** – Understanding of contract development and performance measurement, and the ability to identify trends, risks and opportunities for improvement in service delivery
- **Continuous improvement and strategic thinking** – The capacity to contribute to internal process development and streamlining reporting, with ability to draft reporting frameworks
- Current **driver's licence** would be advantageous

Working environment

Primary Health Tasmania operates from three administrative centres in Hobart, Launceston, and Ulverstone. Intrastate and interstate travel will be required.

Pre-employment screening will include: reference check, Nationally Coordinated Criminal History Check or other screening as required by the role.

Susan Powell
Acting Chief Executive Officer

October 2025. February 2026