

Position Description

Manager Commissioning

Position Details

Reports to	Executive Manager Operations
Employment Term	Fixed term contract until 30 June 2021 <i>(subject to funding)</i>
Hours	Full Time 1.0FTE
Location	Based at a Gippsland PHN office location, with travel to other work sites/offices across Gippsland and to Melbourne as required.
Position number	GPHN009

Organisation Context

Gippsland PHN is a not for profit charity that works at a regional level to achieve improved whole of system health care. We work with general practice, allied health, hospitals and other primary and community health providers; to drive, support and strengthen primary health in Gippsland to meet the needs of local communities.

We are consumer focused and established to reduce fragmentation of care by integrating and coordinating health services and supporting general practice. We leverage and administer health program funding from a variety of sources to commission flexible services to realise our vision of a measurably healthier Gippsland.

Role Overview

As part of the leadership team and reporting to the Executive Manager Operations, the Manager Commissioning will provide a key role in driving outcomes within each of the subregions in Gippsland. The Manager Commissioning will ensure standards and practices are applied in line with Organisational Frameworks.

Working in close collaboration with the Leadership team; the Manager Commissioning will use regional needs assessments to understand primary health systems priorities including rural regional communities, engagement with general practice, Aboriginal health services, private allied health services, community organisations, and hospitals to maximise knowledge of workforce, service gaps and system issues; engage with communities to ensure local perspectives are incorporated into program design, delivery and evaluation.

Duties and Responsibilities

Technical and Professional

- Ensure and contribute to the processes in place to effectively monitor, review and report on the delivery of commissioned programs and services, budget performance and achievement of all activities funded within the Annual Plan;
- Lead the development of new models of care/commissioned services/programs using co-design principles. Maintain procedures to ensure that expenditure is effectively monitored and contribute to the collection of data to inform and support population health planning; identifying the health needs of the region, and the completion of reports, data and analysis;
- Contribute to delivery of contracts, programs, projects and initiatives and ensure sound principles and approaches are applied to all activities. Manage and/or participate in specific working groups and committees as identified;
- Provide considered advice to the Executive Team; ensuring strategic and operational risks, challenges, opportunities and key issues are identified; and
- Any other duties reasonably requested.

Communication and Relationship Management

- Working collaboratively with sub-regional teams, coordinate the commissioning of services. Proactively engage with key stakeholders to understand existing systems architecture, processes and to identify service gaps;
- Support the delivery of services through the development and maintenance of positive, outcome-oriented partnerships with external agencies and primary care providers. Work with stakeholders to develop, monitor and maintain high patient care standards;
- Contribute to the facilitation and operational support of Clinical Councils and Community Advisory Committees; and
- Influence and maintain high performing working relationships, engaging and harnessing the expertise of colleagues across all teams within Gippsland PHN, to deliver outcomes within commissioned services and programs. Participate as a member of the leadership team in the leadership and development of the organisation.

Performance Management

- Ensure that services/projects are operating efficiently and effectively, are achieving contractual obligations within time and budget, and are helping to improve health outcomes in the community. Establish processes to deliver, monitor and report on the outputs, outcomes and financial performance as defined in the Annual and Business Plans;
- Provide supervision, mentoring and management of Gippsland PHN staff by actively participating in individual performance development plans, and developing strategies and performance indicators in line with the organisations Strategic and Business Plans. Ensure that employees have clear roles and responsibilities and are supported in their duties, through clear direction and communication; and
- Monitor team performance and effectiveness, and provide coaching, support and development feedback regularly to staff.

Discretion and Confidentiality

- Maintain a high level of discretion and confidentiality in all relationships both internal and external to Gippsland PHN.

Continuous Quality Improvement

- Identify continuous quality improvement opportunities; participate in the development of quality procedures and processes and contribute to internal and external continuous improvement activities as required.

Learning and Development

- Ensure Gippsland PHN has adopted a Learning and Development environment where employees are encouraged to further develop skills required to progress their career aspirations; and
- Ensure Learning and Development activities are not limited to formalised training and include elements of mentoring, coaching, planning, on the job learning, and opportunities to perform higher duties. Ensure employees have the aptitude and willingness to learn.

Purpose, Culture and Wellbeing

- Contribute to a culture that builds upon our vision, principles, values, and behaviours;
- Encourage staff to maintain active and productive relationships with all stakeholders, members, other staff, the community, service providers, clinicians, policy-makers and funders; and
- Contribute to upholding a positive, inclusive culture environment, and fostering creative staff wellbeing initiatives. Ensure staff are working cooperatively and effectively in a team environment, while developing, contributing and maintaining a positive organisational culture.

Key Selection Criteria – Qualifications, Knowledge, Skills & Experience

To be considered for this role, candidates must have and address the following:

- Tertiary qualification/s in a directly related or relevant field;
- Exceptional people management capabilities demonstrated through experience in managing multidisciplinary teams and in the supervision and mentoring of staff;
- High level of financial literacy and budgeting skills, project planning, contracts management, research and evaluation skills;
- Proven experience in working with a wide range of stakeholders to influence positive outcomes in line with Gippsland PHN organisational strategic direction;
- A demonstrated ability to meet deadlines and work with minimum supervision;
- Highly developed oral and written communication skills. Demonstrated capacity to prepare high quality written material and to make oral presentations that meet the needs of a wide range of audiences in compelling ways including negotiation and facilitation;
- Demonstrated experience in building and influencing partnerships to drive and inform business strategy;
- Highly developed interpersonal skills. Demonstrated capacity to build commitment and to influence and motivate others with credibility, integrity and enthusiasm;

- Demonstrated knowledge of commissioned services and skills in issues management, including an ability to manage complexity and diversity across stakeholders, programs, projects, priorities and demands; and
- Demonstrated experience in effectively managing procurement procedures and budgets.

Desirable Attributes

- Well-developed linkages within the Gippsland Primary Health Sector;
- Thorough understanding of the political drivers influencing the Primary Health model over the coming 3 years;
- Proven leadership experience in a senior role within the health, public, or community sectors, demonstrating experience and success in working in and contributing to a team environment; and
- Working knowledge of Microsoft operating systems and associated software, including the use and application of a Customer Relationship Management tool, e.g. CRM, and Records Management tool, e.g. HPRM.

General Requirements

Candidates are also required to:

- Provide a current Victorian National Police Check certificate;
- Provide evidence of your professional qualifications;
- Hold a current Victorian Driver's Licence;
- Adhere to the Gippsland PHN Code of Conduct, Frameworks, Policies and Procedures;
- Adhere to legislation; and
- Ensure that primary health care is promoted in a positive manner at all times.

Organisational Requirements

Occupational Health & Safety

Ensure that work and services are provided in a safe manner at all times by regularly reviewing practices and environment, being familiar with OH&S legislation and by participating in OH&S training or drills where required.

Legal Compliance

Knowledge and understanding of relevant legislation and acts applicable to employment at Gippsland PHN and as stated in the Policies and Procedures.

Employer of Choice

Gippsland PHN is a great place to work; where employees are respected, valued and empowered. Encouraging leadership, learning and engagement, our culture creates opportunities for all - striving towards a Measurably Healthier Gippsland.

This position description is subject to change in line with contractual requirements, the development of the organisation's strategic plan and operational needs.