

Position Description

Coordinator, Commissioning & Alliancing

Key Objective & Summary

To support the Executive Manager, Service Providers Commissioning to coordinate planning and commissioning with our Alliance partners and other providers to integrate multidisciplinary team-based models that connect individuals with the broader health and social care system in Western Queensland regions.

TEAM & LOCATION	Service Providers Commissioning, Winton, or as may be determined.		
ORGANISATION	For more information: www.wqphn.com.au		
REPORTS TO	Executive Manager, Service Providers Commissioning		
DIRECT REPORTS	N/A		
BENCHMARK AWARD	Health Professionals and Support Services Award 2010	CLINICAL GOVERNANCE	Not authorised
AWARD CLASSIFICATION	Not applicable	MEDIA CONTACT	Not authorised
STATUS	Full time, 1.0 FTE	RECRUIT/TERMINATE	Not authorised
HOURS PER FORTNIGHT	76	APPROVE CONTRACTS	Not authorised
DESIGNATED FUNDING OR PROGRAM/S	Not designated; General/core stream	APPROVE EXPENDITURE	Authorised, within delegation
EXTERNAL CONTACT THE POSITION LIAISES EXTERNALLY WITH:	<ul style="list-style-type: none"> • Health and Social Data collection agencies and organisations • Queensland Health and other hospitals or health services (government and non-government) • Indigenous health services • Clinical service providers, health professionals including general practice • Other government departments and community sector agencies. 		

Accountabilities

The Coordinator, Commissioning & Alliancing shall achieve key accountabilities and performance indicators, including:

1. Support the Executive Manager in reviewing commissioning alliances (e.g. Nukal Murra Alliance for Social and Emotional Wellbeing, Cultural Integrity Framework & Workforce Strategy) through positively engaging with AICCHS and local primary health care service providers, provider networks and other PHNs to better co-design, commission, integrate and deliver services in accordance with the identified complex needs of the local communities, thus contributing to our vision: Western Queenslanders experiencing better health.
2. Collaborate with the Business and planned Commissioning Services Unit (BCSU) and Health Intelligence Unit (HIU) to ensure all activities support WQPHN's commissioning model, data requirements, QMS and the annual work plan (AWP), Health Needs Assessment priority planning, Funding Contracts, National PHN Performance and Quality Framework (PPQF), and build team capabilities.
3. Build positive, working relationships with partner organisations, to support co-designed capacity building through strengthened service linkages, integration and collaborative relationships.
4. Apply change management principles with a particular focus on health providers introducing and developing new systems that support a virtual model of care platform.
5. Obtain input with Aboriginal or Torres Strait Islander community-controlled organisations to ensure programs are planned and delivered in a culturally appropriate manner. Work in collaboration with WQPHN practice support staff to enhance General Practice cultural capability and competency.

6. Working with the Project Manager – Out of Home Care, improve integration, including information sharing and case coordination, between Child Safety, families, carer and primary health care teams for children and young people in alternate care.
 - a. Work with the primary health care sector to develop and embed knowledge and skills for working with children and young people in alternate care; and with local Aboriginal and Torres Strait Islander community health services, kinship carers/organisations and families to build and implement a targeted response.
 - b. Improve access, timeliness and quality of health assessments for children in alternate care.
 - c. Work with local Health and Hospital Services to customise and implement a digital health pathway for working with children and young people who are in alternate care.
 - d. Develop and implement local communication strategies for the digital health pathway and embed and integrate these strategies into organisational practice.
 - e. Lead the co-design, development and implementation of place-based strategies (community of practice) with primary health and child safety stakeholders to:
 - i. improve knowledge of working with children in care;
 - ii. improve access for children and carers/families to primary health assessment/response; and
 - iii. improve case coordination and integration.
7. Support the Executive Manager with management of all Government Funding programs, conducting regular reviews of service level agreements, KPIs and assigned program budgets to ensure financial systems are being followed and that budget controls and program acquittal targets are being achieved.
8. Provide a regular update on key achievements, challenges or potential risks and issues, particularly relating to contract performance, service delivery and regional workforce management.
9. Contribute to service integration initiatives such as improving access for target groups, Closing the Gap, integrated care models, case management of complex chronic conditions, prevention and early intervention strategies.
10. Contribute to staff training and support professional collaborations or forums and quality improvement networks.
11. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Core Competencies

The core competencies expected of all WQPHN staff are:

1. **Managing Change:** Support organisational changes needed to improve effectiveness; helping others to successfully manage organisational change. Undertake training and professional development to maintain or develop for required capabilities.
2. **Customer Orientation:** Represent WQPHN in a professional and appropriate manner, demonstrating commitment to satisfying external and/or internal customers, including culturally appropriate respectful communication.
3. **Analytical Thinking:** Identify and seek out information needed to clarify a situation, and to address problems by using a logical, systematic, sequential approach.
4. **Verbal and Written Communication:** Express oneself clearly and appropriately in conversations and interactions with others and in business writing, including giving presentations and writing reports.
5. **Teamwork:** Work cooperatively with others in a team and in accordance with the Code of Conduct and encourage other staff to do the same.
6. **Initiative:** Identify what needs to be done and doing it before being asked or before the situation requires it.
7. **Influencing Others:** Gain others' support for ideas, proposals, projects, and solutions.
8. **Personal Resilience Qualities:** Demonstrate integrity, punctuality, reliability and a commitment to problem-solving and achieving results.

9. **Safety:** Support the provision of a safe environment by complying with safe work practices and the WQPHN risk management framework.
10. **Quality:** Comply with the WQPHN Quality Management System (QMS), policies and procedures, and document control. Actively contribute to Continuing Quality Improvement (CQI) and other initiatives.

Minimum Qualifications and Competencies

1. Demonstrated understanding of health and wellbeing service commissioning and contract management.
2. Demonstrated understanding of the AICCHSs Sector in Western Queensland and programs specific to Integrated Team Care and Social & Emotional Wellbeing. Knowledge of or experience in the public hospital, health and/or Aboriginal Community Controlled Health sectors desirable.
3. Strong leadership capability, evidenced in well-developed problem solving, analytical and conceptual skills. Ability to work with minimal supervision and manage conflicting deadlines.
4. Demonstrated understanding of integrated multidisciplinary team-based models that connect individuals with the broader health and social care system. Experience in an equivalent position is highly desirable.
5. A driver's licence and competence in driving long distances in rural or remote areas is essential.
6. Experience in clinical data collection, collations and analysis or similar is essential.
7. High level understanding of the health, social and emotional well-being needs of regional, remote and rural communities including with the ability to engage a range of communities and community leaders. In particular, vulnerable groups such as Aboriginal and Torres Strait Islander people, Older Persons, Children and Young People and those in the Child Protection system, and individuals with a lived experience of Mental Health, Suicide Prevention, Alcohol and or Drug issues.
8. Strong understanding of the role that social and philosophical systems, cultural values, traditions, rules and beliefs play in Indigenous Governance and how things are done and the ways people organise themselves and relate to each other.
9. The ability to represent WQPHN in a professional and appropriate manner and in doing so raise the profile of general practice and its role in primary health care.
10. Evidence of ability to prepare business communication documents, reports, agendas, minutes, and general correspondence.
11. Highly developed interpersonal communication skills to build and maintain internal and external relationships.
12. Competency and experience in computing applications including SharePoint, word processing, spreadsheet, database, presentation software, and similar.
13. Equipment to be used:
 - a. personal computers including laptops and software including Microsoft applications;
 - b. office equipment including telephone, facsimile, photocopier, printer and other business equipment; and
 - c. audio-visual, electronic, and other equipment for meetings, events and teleconferences.
14. The incumbent may be required to undertake training and professional development to ensure currency of knowledge and professional obligations.

Key Performance Areas and Selection Criteria

Professional

1. Demonstrated competence in coordinating service providers, achieving planned outcomes and integrating services to meet complex social, wellbeing, and mental health needs in a challenging remote, rural or regional environment, with attention to detail and documentation for program management and reporting; including compliance with all commonwealth funding, contractual & legislative obligations ensuring organisational risk is mitigated through effective annual work planning, procurement processes, evaluation processes, and service sustainability.
2. Proven capacity in contract performance management and to display initiative and efficiency in time management, setting priorities, and problem solving, with minimal supervision, within policy guidelines.

Communication & Engagement

3. Demonstrated high level interpersonal skills (written and oral), with cultural understanding and respect to collaborate effectively with a range of mental healthcare stakeholders (including AICCHS), contractors, suppliers and staff, within a geographically dispersed multi-disciplinary context, and to contribute to a positive culture.

Control, Continuous Improvement and Compliance

4. Demonstrated ability to develop information system improvements and actively support:
 - a. continuous quality improvement and change, professionalism, teamwork and performance accountability;
 - b. workplace policies including employment equity, anti-discrimination, workplace health and safety; and
 - c. privacy principles and confidentiality, including sensitive health records.

Other

5. Hold a current drivers licence, unrestricted for work purposes.

Performance / Annual Review

Instructions:

1. Employee rates self in white numbered columns.
2. Manager rates employee in blue numbered columns.
3. Discuss differences or gaps.
4. Manager records outcomes, review PD/KPIs, training, personal actions, next review.

Name:

<Insert staff name>

Team:

Service Provider Commissioning Team

Date of review:

Click or tap to enter a date.

Position:

Coordinator, Commissioning & Alliancing

Supervisor/Manager:

Sandy Gillies
Executive Manager, Service Provider Commissioning

Rating scale:

1 Unsatisfactory 2 Needs Improvement
3 Competent/Successful 4 Exemplary

KEY PERFORMANCE AREAS	KPIS	1	2	3	4	1	2	3	4	COMMENTS, NOTES
1. Demonstrated competence in coordinating service providers, achieving planned outcomes and integrating services to meet complex social, wellbeing, and mental health needs in a challenging remote, rural or regional environment, with attention to detail and documentation for program management and reporting; including compliance with all commonwealth funding, contractual & legislative obligations ensuring organisational risk is mitigated through effective annual work planning, procurement processes, evaluation processes, and service sustainability. 2. Proven capacity in contract performance management and to display initiative and efficiency in time management, setting priorities, and problem solving, with minimal supervision, within policy guidelines.	1. Services and programs reviewed, co-designed and developed in accordance with the Health Needs Assessment, planned service priorities and outcomes, and KPIs.									
	2. Services commissioned using Contracts and business processes that support WQPHN's Annual Plan, commissioning model, QMS, and reporting systems.									
	3. Actively monitor contracted providers and service organisations to maintain evidence based standards, contract compliance, and service outcomes.									
	4. Achieve deliverables for OOHC contract and project portal reporting for referral pathways, workforce capabilities, health assessments, health management plans, and health outcomes KPIs.									

KEY PERFORMANCE AREAS	KPIS	1	2	3	4	1	2	3	4	COMMENTS, NOTES
3. Demonstrated high level interpersonal skills (written and oral), with cultural understanding and respect to collaborate effectively with a range of mental healthcare stakeholders (including AICCHS), contractors, suppliers and staff, within a geographically dispersed multi-disciplinary context, and to contribute to a positive culture.	5. Cultivated a range of strategic partnerships and engage key stakeholder collaborations, e.g. Alliances and partnerships, HHS's and AICCHS									
	6. Contribute to staff training and support professional collaborations or forums and quality improvement networks.									
	7. Consistently model WQPHN values to all stakeholders.									
4. Demonstrated ability to develop information system improvements and actively support: <ul style="list-style-type: none"> continuous quality improvement and change, professionalism, teamwork and performance accountability; workplace policies including employment equity, anti-discrimination, workplace health and safety; and privacy principles and confidentiality, including sensitive health records. 	8. Consistently proactive contribution to effective risk management, QMS compliance and continuous improvement.									
	9. Consistently positive contribution to communication, team engagement and resilience including change management.									
Overall Comments										

Professional Development Plan

Discuss necessary skills or development:

- ☐ Professional Development
- ☐ External Training
- ☐ Conferences
- ☐ Internal Development (e.g. enlargement, secondment)

Document reasons, action and follow up

Next Review Date (month / year)	Adjustments Salary or Contract	Update PD / KPIs	Approved by CEO / Board
Click or tap to enter a date.	<input type="checkbox"/> N/A <input type="checkbox"/> Yes (advise payroll)	<input type="checkbox"/> N/A <input type="checkbox"/> Yes (advise changes to HRM)	<input type="checkbox"/> N/A <input type="checkbox"/> Confirmed <input type="checkbox"/> NYC
Employee signature	Date	Manager signature	Date