

POSITION TITLE	Head of Primary Health & Commissioned Services
REPORTS TO	Chief Executive Officer
TEAM	Executive Management Team (EMT)
LOCATION	WQPHN office
POSITION CLASSIFICATION	Level 1
RELEVANT AWARD & CLASSIFICATION	Not applicable
EMPLOYMENT STATUS & HOURS	Full time: 76 hours per fortnight

Primary Purpose

The purpose of this role is to provide accountability for the effective executive leadership and management of the Western Queensland primary health and commissioned services. The role will coordinate activities associated with the commissioning, integrated partnership approaches, engaging stakeholders, and performance management of commissioned service providers in accordance with the Department of Health (DoH) funding guidelines and WQPHN Performance and Outcomes Framework.

Role Functions

The Head of Primary Health & Commissioned Services role is responsible for the following key functions within the WQPHN organisation:

- Primary and Allied Health Services co-design, management and performance
- Stakeholder and alliances co-commissioning and integration
- Digital health and innovation
- Strategic and collaborative partnerships
- Clinical leadership and commissioning governance.

Key Responsibilities and Accountabilities

1. Assist the Chief Executive Officer and the Board in developing and attaining the strategic plan, objectives, and business plan of WQPHN in alignment with and achievement of WQPHN Program Performance and Quality Framework criteria.
2. Provide high level quality advice to the Chief Executive Officer on matters relating to the Primary Health & Commissioned Services clinical governance and risk management performance.
3. Lead and oversee the PHN Primary Health & Commissioned Services function to achieve the organisation's strategic priorities and contribute to our vision: A comprehensive and integrated primary health care system that delivers better health outcomes for the people of remote Western Queensland.
4. Lead and oversee strategic and collaborative relationships with stakeholders including consumers, government agencies, service providers lead to a shared commitment to service excellence and health outcomes that address rural and remote health equity and aligned with the Quadruple Aim.
5. Applies strong governance to the commissioning and effective contract management for all service contracts.
6. Developing and implementing frameworks for program evaluation and post-implementation reviews, driving a culture that supports evidence-based practice and proven health outcomes.
7. Demonstrate flexibility to prioritise competing demands or lead change to ensure the best possible outcomes are achieved with team, partner, alliance and stakeholder support in a challenging environment.

8. Provide strategic solutions and the governance to ensure service provider contracts and scope of services are budgeted and designed in response to the WQPHN Health Needs Assessment and are parallel to the WQPHN Performance & Outcomes Framework to address the needs and issues within the Western Queensland region.
9. Develop WQPHN's sector presence and relationships to create new commercial and strategic partnerships that support both existing operations and program expansion aligning with the WQPHN strategic objectives.
10. Provide leadership to influence, motivate and develop a diverse team for a strong culture aligned with the WQPHN vision, mission and values.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The [Reconciliation Action Plan](#) shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

1. Tertiary qualifications and/or high-level management experience in the primary health, Aboriginal and Torres Strait Islander health and/or allied health services industry equivalent or greater than 5 years.
2. Proven project management experience in health needs assessment, planning, implementation and evaluation of outcomes and benefits.
3. Excellent interpersonal skills with the ability to consult, negotiate and resolve issues both internally and externally.
4. Proven ability to lead and manage a multidisciplinary team through setting priorities, ensuring delivery and creating professional development opportunities.
5. Demonstrated experience in successful financial management requirements, including budget preparation and delivery of operations against commissioning and operational budget allocations.
6. A history of successfully generating new revenue streams and improving financial results with exceptional relationship management, promotion and advocacy abilities.
7. High level understanding of the health service needs of regional, remote, and rural communities including Aboriginal & Torres Strait Islander Peoples with the ability to engage with a range of stakeholders.

Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Analysis and DoH deliverables.
3. Engage key stakeholders through consultation to design programs and commission services based on program funding and community needs that result in improved service integration and better health outcomes for the target population.
4. Implement an innovative approach to the commissioning of strategic health care initiatives to improve primary health services.
5. Improve access to integrated, evidence-based, culturally competent services in regional centres aligned to WQHCH Neighbourhood (place based), capability framework, and Activity Work Plans.

6. Manage the Primary Health & Commissioning Services commissioning and operational budget to ensure programs operate within and expend the full financial allocation across the 12-month funding period while actively seeking new revenue streams.
7. Deliver service outcomes to support WQPHN to deliver on the operational and business imperatives.
8. Meet 100% staff completion of mandatory and organisational training priorities with a focus on improving employee performance through coaching and professional development.

Key Relationships

Internal

- Executive Management Team
- Core Leadership Team
- Board of Directors
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team
- Financial Controller.

External

- DoH, PHN Branch and PMHS Branch
- RHealth, RFDS, CheckUP, HWQ, JCU and other organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers, specialists, and other health professionals including general practice
- Other government departments and community sector agencies
- Other health service providers, contractors and business advisors.

Acceptance

EMPLOYEE NAME			
EMPLOYEE SIGNATURE		DATE	