

POSITION TITLE	Head of Strategy, Planning & Performance
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 Strategy, Planning & Performance function to develop the health intelligence systems and analytics required to deliver WQPHN's vision of Western Queenslanders experiencing better health.

Role Function

The Head of Strategy, Planning and Performance role is responsible for the following key functions within the WQPHN organisation:

- Information Technology
- Data governance, warehousing and insights
- Business and Health Intelligence
- Procurement
- Commissioning performance and outcomes
- Contract management, performance and outcomes
- Management of existing and development of new commercial and strategic WQPHN partnerships.

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.
2. Development and achievement of the Strategy, Planning & Performance division's strategy and associated business plan.
3. Provide high level quality advice and recommendations to the Chief Executive Officer on matters relating to the Strategy, Planning and Business Performance.
4. Lead and manage the Strategy, Planning and Business Performance function of WQPHN in an effective, efficient, and accountable manner in line with the WQPHN mission, vision and values.
5. Implement, review and align the WQPHN Performance & Outcomes Framework, Outback Insights, Data Governance, and information repositories required to better leverage evidence-based health service planning, evaluation and performance.
6. Manage the Information, Communication and Technology (ICT) functions of the organisation including data security, technology upgrades and implementation in consultation with the ICT Manager, the EMT, CEO and other designated external contractors.

7. 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 and budget requirements.
8. Ensure the WQPHN Health Needs Assessment, WQPHN Minimum Data Set and associated instruments (Outback Insights) are maintained and enhanced to meet both WQPHN and the DoH expectations and requirements.
9. Development of a data analytics insight strategy that support the functions of analytics, strategic insights, and commentary to support strategic recommendations, reporting, submissions and decision-making.
10. Ensure there is a very high standard of data stewardship, incorporating data governance processes, policies, and guidelines to ensure organisational data is compliant with the information security policy and regulatory obligations.
11. Contribute to the service provider commissioning cycle by identifying and procuring the health data required to inform remote and regional population health needs assessment, local priorities, population health planning, service improvements, and evaluation of existing commissioned services and providing business performance solutions.
12. Advise the EMT on suitability of policy or research activities including research aims, methods and rationale, consistent with WQPHN strategic and business objectives.
13. Provide leadership to influence, motivate and develop a diverse team for a strong culture aligned with the WQPHN vision, mission and values.

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. Bachelor degree level qualifications in health services business or information technology, or a minimum of 10 years industry related experience in data and performance insights management roles.
2. High-level experience managing data and IT functions and procurement equivalent or greater than 5 years.
3. An entrepreneurial mindset with proven experience developing and managing strategy and performance business functions.
4. Excellent interpersonal skills with the ability to consult, negotiate and resolve issues both internally and externally.
5. Proven ability to lead and manage a multidisciplinary team through setting priorities, ensuring delivery and creating professional development opportunities.
6. Experience effectively managing health data architecture and acting as custodian of data repositories, data governance and stewardship functions, equivalent or greater than 5 years.
7. Demonstrated resilience and competence in managing organisational controls for data security and reporting obligations in accordance with delegations and approved systems.
8. Demonstrable experience in the development and execution of division-wide strategies and business plans in alignment with organisation level strategy.
9. Demonstrated experience in financial management requirements, including budget preparation and delivery of operations against commissioning and operational budget allocations.

10. A history of successfully generating new revenue streams and improving financial results with exceptional relationship management, promotion and advocacy abilities.
11. 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. Consistently 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. Develop a Data Insights Strategy for WQPHN and successfully develop, communicate and manage the WQPHN strategy and business planning in 12 month cycles.
4. Engage key stakeholders through consultation and procure quality health intelligence to inform health needs assessments, health service commissioning, related research and evaluations that result in improved service integration and better health outcomes for the target population.
5. Effectively manage health data architecture and act as custodian of data repositories, data governance and stewardship functions, in a constantly changing environment.
6. Effectively manage organisational controls for data security and reporting obligations in accordance with delegations and approved systems.
7. Manage the Strategy, Planning and Performance 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.
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
- Strategy, Planning & Performance Team
- Primary Health & Commissioned Services Team
- Office of the Chief Executive Officer.

External

- Department of Health, PHN Branch and PMHS Branch
- PHN Network (including NDSAS, Population Health, AIHW and HNA)
- RHealth, RFDS, CheckUP, HWQ, JCU and other organisations sharing data with or on behalf of PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance of Aboriginal Community Controlled Health Services.
- Clinical service providers, specialists, and other health professionals including general practice
- Other government departments and community sector agencies
- Other health data providers, contractors and business advisors.



Acceptance

EMPLOYEE NAME			
EMPLOYEE SIGNATURE		DATE	