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| POSITION TITLE | Senior Manager, Primary Mental Health & Wellbeing |
| REPORTS TO | Head of Primary Health & Commissioned Services |
| DIRECT REPORTS | 6 |
| TEAM | Primary Health & Commissioned Services |
| LOCATION | WQPHN office |
| POSITION CLASSIFICATION | Level 2 |
| RELEVANT AWARD & CLASSIFICATION | Above Award |
| EMPLOYMENT STATUS & HOURS | Full time: 76 hours per fortnight |

Primary Purpose

The purpose of this role is to provide effective senior leadership and management of the Western Queensland primary mental health and wellbeing services. The role oversees the coordination and planning of activities with alliance and other partners to achieve beneficial outcomes for mental health, suicide prevention and other services to target communities in Western Queensland region.

Role Functions

The Senior Manager, Primary Mental Health & Wellbeing is responsible for the following key functions within the WQPHN organisation:

- Primary and Allied Mental Health Services management and performance
- Stakeholder and alliances co-commissioning and integration
- Strategic and collaborative partnerships.

Key Responsibilities and Accountabilities

1. Assist the Head of Primary Health and Commissioned Services to execute the strategic plan, objectives, and business plan of WQPHN in alignment with and achievement of WQPHN Program Performance and Quality Framework criteria.
2. Lead and oversee the Primary Mental Health and Wellbeing team and function to achieve their KPI's, 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.*
3. Full oversight of all activities ensuring they support WQPHN's commissioning model, data requirements and the annual work plan (AWP) to collaboratively build capacity and meet the identified complex needs of the local communities, thus contributing to our vision: *A comprehensive and integrated primary health care system that delivers better health outcomes for the people of remote Western Queensland.*
4. Manage the implementation of the WQPHN mental health suicide prevention and alcohol and other drugs plan.
5. Through regional and community-based investment in suicide prevention activities, us this on the ground information to develop and project manage through to implementation, new regional targeted suicide prevention campaigns.

6. Nurture and build collaborative positive working relationships with our partner agencies, mental health stakeholders (including consumers), Government agencies, service providers and others, in an effort to achieve a shared commitment to service excellence and health outcomes that address rural and remote health equity and that are aligned with the Quadruple Aim. Maintain linkages with Aboriginal or Torres Strait Islander organisations to ensure programs are planned and delivered in a culturally appropriate manner.
7. Conduct program evaluations and post-implementation reviews, driving a culture that supports evidence-based practice and proven health outcomes.
8. 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.
9. Review and report on contract management performance processes for all applicable Government funded programs, to ensure compliance with KPI's and standards, budgets, and acquittal targets,
10. 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. Within this provide a regular update on key achievements, challenges or potential risks and issues, particularly relating to contract performance, service delivery and regional workforce management.
11. Provide leadership to influence, motivate and develop a diverse team for a strong culture aligned with the WQPHN vision, mission and values.
12. Contribute to staff training and support professional collaborations or forums and quality improvement networks.
13. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

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 senior leadership experience in the primary health, Aboriginal and Torres Strait Islander health and/or allied health services industry equivalent or greater than 2 years.
2. Proven ability to lead and manage a multidisciplinary team through setting priorities, ensuring delivery and creating professional development opportunities.
3. Understanding of funding agreements and the ability to prepare business communications and reports that reflect and support the requirements and flag where there is a risk.
4. Excellent interpersonal skills with the ability to consult, negotiate and resolve issues both internally and externally.
5. Sound understanding of financial management requirements, including budget preparation and delivery of operations against commissioning and operational budget allocations.
6. 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. Demonstrate appropriate use of provided funds for their purpose, produce reports and meet individual and specific KPI's as designated in each funding agreement, for the following funding streams:
 - a. Commonwealth Psychosocial Support (CPS);
 - b. Drug & Alcohol Treatment Services – NIAS;
 - c. Primary Mental Health Care; and
 - d. The Way Back Support Service.
4. Improve access to integrated, evidence-based, culturally competent services in regional centres aligned to WQHCH Neighbourhood (place based), capability framework, and Activity Work Plans.
5. 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.
6. Manage the primary mental health and wellbeing commissioning and operational budget to ensure programs operate within and expend the full financial allocation across the 12-month funding period.
7. 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

- Office of the Chief Executive Officer
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team
- Special Projects.

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

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| EMPLOYEE NAME | | | |
| EMPLOYEE SIGNATURE | | DATE | |