

Position Description

Position	Project Officer, Alcohol and Other Drug
Location	Heatherton
Directorate	Service Innovation
Reports to	Manager, Service Development (MH & AOD)
Date PD Developed	November 2018
PD Authorised By	General Manager, Service Innovation
Employment Status	Full time (part time negotiable), 12 months maximum term

About South Eastern Melbourne PHN (SEMPHN)

South Eastern Melbourne Primary Health Network is a 'for-benefit' social enterprise working on behalf of the Australian Government to improve local health care. We want everyone in our community to be able to access the right care, in the right place, at the right time. We are working to achieve this goal by improving access to existing services, commissioning new services to improve health outcomes, and encouraging GPs and allied health practitioners to innovate and further improve local health care.

Our six key priorities are **mental health**, **Aboriginal** and **Torres Strait Islander health**, **population health**, **health workforce**, **digital health** and **aged care**. We partner with general practitioners, other primary health care providers, secondary care providers and hospitals to ensure improved outcomes for patients.

In joining our team, you'll be supporting providers in the southeast area which stretches from St Kilda to Sorrento to Bunyip, including the major population hubs of Clayton, Dandenong, Moorabbin, Caulfield, Cranbourne, Frankston and Pakenham.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it.

Our values are Respect; Accountability; Collaboration; Excellence; Solution focused and Community focused.

All SEMPHN employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours which reflect these values.

About the Service Innovation Directorate

The Service Innovation Directorate leads change in the areas of commissioning services across the region enabling SEMPHN to both increase access to primary health care services and shape the system that delivers those services. This team provides the essential capacity in service design, including co-design and contract management necessary for intelligent and efficient commissioning activities.

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Job Summary

The commissioning of mental health and AOD services in the SEMPHN catchment represents one of the key priorities for the organisation. As such, SEMPHN is looking for an individual to support the organisation's work in transitioning and redesigning Commonwealth funded AOD services in the catchment over the coming years and who has extensive experience in the AOD sector.

Reporting to the Manager, Service Development (MH & AOD), the Project Officer, AOD will have a key role in developing meaningful relationships with alcohol and drug service providers in the SEMPHN catchment, and commission for the delivery of AOD programs. The incumbent will work in a small team to support a service system that is responsive to consumers, families and the broader community.

To effectively drive this change, this role will build strong relationships with internal stakeholders to ensure support structures and frameworks are in place to facilitate change in delivering services and building the capacity of providers to work within the AOD stepped care model, as well as existing and newly redesigned models of care.

Key Responsibilities

Project Coordination

- Support the AOD team with the implementation of SEMPHN commissioned programs that help deliver equitable, effective and efficient health programs and initiatives, focusing principally on those programs and initiatives relating to AOD within regional and place based approaches.
- Assist with the development and implementation of key commissioning resources and develop outputs and outcomes that are measurable against contract deliverables.
- Develop and manage efficient and effective evaluation tools to monitor performance.
- Ensure projects and planning are undertaken in accordance with relevant guidelines and requirements.
- Support the development of a range of plans and reports to meet the requirements of the Commonwealth, State and other funders, as relevant.
- Promote data collection that is relevant, timely, accurate and accessible for both planning and reporting purposes.

Stakeholder Engagement

- Engage with key internal and external stakeholders to promote a shared understanding and application of commissioning processes, including the provision of education and development of capability.
- Build and maintain strong and collaborative professional relationships with key stakeholders to support the delivery of evidence informed alcohol and other drug treatment services.
- Effectively engage with and build upon stakeholder relationships that foster the co-design and delivery of innovative service models.
- Monitor contract performance via effective relationships with organisations delivering commissioned services.
- Coordinate the development and delivery of stakeholder engagement processes and capacity building initiatives, such as workshops, forums and meetings.

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Commissioning

- Build and maintain effective partnerships across the commissioning cycle.
- Support strategies and services that are co-designed with relevant stakeholders to address priority needs.
- Monitor and evaluate commissioned activities to promote efficiency, effectiveness and quality.
- Contribute to the SEMPHN understanding and experience of commissioning.

Planning and Project Implementation

- Promote and apply best-practice project management methodologies to ensure timely achievement of deliverables and performance targets.
- Undertake other planning and project activities as part of the AOD team and the organisation more broadly, as directed by the Manager, Service Development (MH & AOD).
- Assist in the collection and analysis of data.
- Participate in evaluations to inform future directions of commissioning processes.
- Participate in planning activities as identified by the Service Innovation team, in the development of innovative and sustainable solutions.
- Manage a timeline of tasks and deliverables that contribute to the delivery of the program in the most effective and efficient manner for the commissioning of services.

Team Membership

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.

Quality

- Actively participate in, and contribute to a continuous culture of workplace quality improvement activities.
- Comply with all relevant legislation, regulations and professional standards.

Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

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Key Relationships

Internal

- General Manager, Service Innovation
- Service Innovation staff
- System Outcomes staff
- Provider Support staff

External

- Drug and alcohol agencies in the catchment
- Consumers of drug and alcohol services in the catchment
- Other PHNs.

Key Selection Criteria

Qualifications

- Relevant tertiary qualifications would be highly regarded and/or extensive relevant experience preferably within the AOD sector.

Skills, Knowledge and Experience

- Demonstrated experience in health and community services.
- Demonstrated ability and skills in project coordination
- High level administrative and project skills with strong attention to detail and accuracy.
- Strategic, analytical, problem solving and planning skills.
- Stakeholder relationship management skills to support effective systems change with improved health outcomes.
- Proven ability to identify innovative solutions and influence outcomes.
- Ability to multi-task and manage various project elements simultaneously,
- Strong communication skills and ability to liaise with a range of stakeholders.
- Good organisational skills and a pro-active approach to work tasks.
- Well-developed skills in the use of Microsoft office products.

Other

- A demonstrable commitment to SEMPHN organisational values.
- Appointable candidate/s will be required to undertake a criminal record check in accordance with the SEMPHN National Police Check policy.
- A current Employee Working with Children (WWC) Card is required and will need to be provided prior to commencement of employment by the applicant.
- All employees of SEMPHN may be required to work across any of the SEMPHN catchment.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's License is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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