

Position Description

Position	Performance Reporting Specialist
Location	Heatherton
Reports to	Chief Executive Officer (CEO)
Employment status	Full time, ongoing position

About South Eastern Melbourne PHN (SEMPHN)

We are one of six Primary Health Networks (PHNs) in Victoria, and 31 PHNs across Australia.

There are around 1.5million residents in [our catchment](#), which stretches from St Kilda to Sorrento, and as far east as Bunyip, including the major population hubs of Clayton, Dandenong, Moorabbin, Caulfield, Cranbourne, Frankston and Pakenham.

Reporting to an independent Board, we are a 'for-benefit' social enterprise working on behalf of the Federal 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 others to innovate and further improve local health care.

The Federal Government has identified seven priority areas for improvement and innovation for primary health:

- Mental health
- Alcohol and Other Drugs
- Aboriginal and Torres Strait Islander Health
- Aged care
- Population health
- Health workforce development
- Digital health.

We are well on track for our deadlines of commissioning services and you might be interested to know that SEMPHN has been identified as one of the 10 PHN lead sites to champion mental health reforms and trial innovative service models.

SEMPHN is also recognised as a Gold accredited Mental Health First Aid Australia Skilled Workplace.

Our Values

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

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

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

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Job Summary

Reporting to the CEO this role prepares reports to enable effective monitoring of SEMPHN's regulatory and operational performance, with a view to support strategic decision-making. The reports are prepared for both internal and external audiences, covering key activities including SEMPHN's Commissioning process, regulatory and stakeholder reporting as well as interactions with Department of Health.

To be successful in this role, you will not only possess a high level of technical skills, you will also require high level of emotional intelligence and plenty of initiative. This position will suit an individual who is a self-starter and is highly intelligent, who will use self-direction to manage the requirements of the role with a high degree of competency, discretion, skill and enthusiasm.

Key Responsibilities

Performance Reporting

- Design, develop and produce reports to inform strategic decision making using appropriate software and business intelligence tools (e.g. Power BI), to enable senior leaders to monitor performance and prioritise business activities;
- Generate analytic insights using data drawn from different databases and information systems to identify trends, anomalies and exceptions in performance, and present this information to senior leaders in high quality data products and reports;
- Establish and maintain relationships with key stakeholders (e.g. the commissioning and stakeholder relations teams), to ensure that reports produced are fit-for-purpose and meet their specific reporting requirements;
- Collaborate with team members and key stakeholders to develop new analytical reporting products, as well as partner with ICT to ensure that information systems are capturing data required for reporting;
- Apply analytical and conceptual skills to reason through problems, when undertaking complex data analysis and ad-hoc reporting and communicate findings with clarity to a range of audiences, including addressing questions arising from report findings;
- Drive standardisation, quality, and automation of data and metrics used in reporting and analysis;
- Redesign, implement and maintain the business reporting framework, data inputs and outputs in consultation with business leaders;
- Analyse and evaluate current reporting system needs and research solutions in line with the business needs;
- Produce well written, accurate and timely reports for internal and external stakeholders to facilitate evidence-based decision making;
- Develop and maintain technical documentation and an inventory of standard reports and metrics readily accessible by the Business;
- Assist in the development of Management, Team and Board of Director, flow charts, reports and presentations;
- Lead and/or participate in cross-functional project teams to solve reporting and analytical requirements and
- Extract, transform, load (ETL) of data from various business platforms onto our Data warehouse.

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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.

Key Relationships

Internal

- Executive team.
- Senior Leadership team.
- Reporting Coordinators in each directorate.

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Key Selection Criteria

Qualifications

- Relevant tertiary qualification in either Economics, Accountancy or Information Technology.
- Extensive relevant experience in data analysis and performance reporting.

Skills, Knowledge and Experience

- Sophisticated understanding of project management including critical factors for success
- Highly developed written and communication skills that allow you to present complex data in an easily understood manner.
- Extensive experience in using Power BI software applications for advanced analytics and reporting (and accessing data warehouses).
- Highly advanced MS Excel and PBI skills; proven capability to undertake complex data analysis and turn these into quality reporting products for senior leaders.
- Highly developed partnership skills (with ICT) to ensure that information systems are capturing data needed for reporting, including escalating system issues, requesting system enhancements and metric requirements.
- High level administrative skills with strong attention to detail and accuracy.
- Good organisational skills and a pro-active approach to work tasks.
- Demonstrated ability to prioritise, organise and complete work within established deadlines.
- Ability to work collaboratively with teams to ensure that data capture and systems are fit for purpose
- Strong teamwork skills with experience building great rapport with executive teams and/or boards

Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check will be required in accordance with government funding requirements.
- All employees of SEMPHN may be required to work across 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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