

Position Description

Position	Evaluation and Performance Officer
Directorate	System Outcomes
Reports to	General Manager, System Outcomes
Date PD Updated	October 2018
PD Authorised By	General Manager, System Outcomes
Employment Status	Full time, ongoing

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

SEMPHN's 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 System Outcomes Directorate

SEMPHN's success will be determined by the impact it has on improving the health outcomes of the local community, in particular ensuring that primary health care service capacity is targeted at discrete communities in need. Curating our collections of data – local, regional, national – so that they are fit for PHN use will be a critical activity of this directorate. Building the evidence and acting as a data conduit through the organisation will be key to the organisation's future as a productive commissioner of services.

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Job Summary

The role of the Evaluation and Performance Officer is to work closely with our Provider Support Managers to plan, develop, and undertake evaluations of Primary Health care activities across the SEMPHN. Evaluations will be designed to monitor progress, measure outcomes, assess impacts of projects, and identify successes and areas for improvement.

By reviewing the data collected and sharing this with key internal and external stakeholders, we will better understand our progress in improving health outcomes. This will help build transparent relationships and allow SEMPHN and key stakeholders see collective progress as projects progress.

Key Responsibilities

Evaluation

- Review and develop SEMPHN evaluation processes and tools to support SEMPHN staff and providers to undertake evaluations of commissioned activities.
- Develop relevant and robust evaluation plans and minimum data sets for commissioned activities.
- Review evaluation plans submitted by prospective providers.
- Review and analyse data collected and measure outcomes.
- Co-design documentation which supports the evaluation process.
- Design and implement surveys for general practices and primary health care providers.
- Identify existing data and data collection opportunities to measure performance against SEMPHN outcomes frameworks.
- Assist in the development of SEMPHN Needs Assessments.

Stakeholder Engagement

- Establish strong and effective partnerships with general practices, primary health care providers and other key stakeholders.
- Engage with commissioned entities to support their evaluation activities and ensure appropriate data collection and reporting practices are undertaken.
- Provide sector education on data collection requirements and evaluation processes.

Team Membership

- Work closely with the Provider Support Manager and SEMPHN staff (akin to an internal consultancy role).
- 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, System Outcomes
- System Performance Officer
- Other System Outcomes staff
- Provider Support Managers
- Senior Contract Manager

External

- Various reporting agencies.
- GP's and Primary health service providers.
- Commissioned entities

Key Selection Criteria

Qualifications

- Tertiary qualifications in a relevant field or health related discipline and/or equivalent experience.

Skills, Knowledge and Experience

- Extensive experience in the design and conduct of program evaluations, preferably in the Primary Health Sector.
- Demonstrated understanding of, and experience in, evaluation and research methods.
- Demonstrated ability to interpret information rapidly and accurately and to present information to a range of audiences using a range of mediums.
- High level verbal and written communications, interpersonal and negotiation skills with the ability to build and maintain positive relationships with stakeholders.
- Strong qualitative and quantitative data analysis skills.
- Intermediate to advanced Microsoft office skills

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 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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