

## Position Description

<b>Position title:</b>	Commissioning Coordinator	<b>Location:</b>	Chatswood
<b>Reports to:</b>	Manager – Commissioning	<b>Direct Reports:</b>	NA
<b>Working Relationships Internal:</b>	<ul style="list-style-type: none"> <li>• General Manager – Commissioning and Partnerships</li> <li>• Managers – Commissioning</li> <li>• Manager- Population Health</li> <li>• Primary Care Advancement and Integration Team</li> <li>• Project Officers</li> <li>• Communications Team</li> <li>• SNHN Employees</li> </ul>	<b>Working Relationships External:</b>	<ul style="list-style-type: none"> <li>• General Practice</li> <li>• Primary Health Care workforce</li> <li>• NSLHD</li> <li>• Commissioned Suppliers</li> <li>• Other SNHN Stakeholders</li> </ul>
<b>SNHN Role Level</b>	COMMISSIONING & PARTNERSHIPS - Role Level 9	<b>Role Level Requirements</b>	Refer to Attachment One
<b>PD Approved:</b>	General Manager, Commissioning and Integration	<b>Approved:</b>	13/09/2021

## Organisation Description

SNPHN Ltd t/a Sydney North Health Network (SNHN) works on behalf of the Commonwealth to improve health outcomes for patients by increasing the capability and capacity of the primary healthcare workforce to ensure patients receive the right care, in the right place at the right time.

## Position Purpose

<b>Position Purpose:</b>	<p>This position will be a key member of the Commissioning and Partnerships team within the Sydney North Health Network. All members of this team will work in a collaborative and supportive manner to achieve the strategic objectives of the organisation.</p> <p>This role will support and influence health commissioning across SNHN. Reporting to the Commissioning Manager, the Commissioning Coordinator is responsible for coordinating activities to support the commissioning and</p>
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	<p>delivery of health services required for SNHN to deliver its contracted commitments as a primary health network (PHN). This will involve the identifying potential KPIs and monitoring performance of commissioned services to drive the continuous improvement of service delivery.</p>
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## Accountabilities and Outcomes

<p><b>Outcomes:</b></p>	<p>To ensure the organisation works as effectively as possible to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These accountabilities and their outcomes are reviewed at least annually formally and on an ongoing basis informally with team members and managers.</p> <p><b>Key outcomes are: -</b></p> <ul style="list-style-type: none"> <li>• Understanding the needs of the SNHN population</li> <li>• Identifying gaps in service delivery</li> <li>• Inform/ support development of commissioning plans aligned to the SNHN commissioning strategy and key stakeholder requirements</li> <li>• Coordinate activities, including development of plans, to support the achievement of commissioning intentions</li> <li>• Work with current and potential commissioned suppliers to support service proposition and to meet SNHN’s commissioning requirements</li> <li>• Stakeholder Engagement and Relationships Management -engage and support relevant stakeholders to develop and maintain effective partnerships relating to the commissioning process</li> <li>• Undertake literature reviews to ensure commissioning plans are underpinned by available evidence/ best practice (where available)</li> <li>• Contribute to the identification of performance outcomes and development of performance frameworks to monitor and support performance of commissioned services and measure impact on health outcomes</li> <li>• Contribute to the development of contracts for commissioned services</li> <li>• Manage contractual relationships with commissioned service providers</li> </ul>
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	<ul style="list-style-type: none"> <li>• Coordinate stakeholder relationship activities develop and support stakeholder engagement and communication plans</li> <li>• Work with other members of the Commissioning and Partnerships team to develop the internal capability and capacity of operating in a commissioning environment</li> <li>• Submit written and verbal reports to Manager as requested</li> </ul>
<p><b>General</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate a commitment to SNHN’s vision and values:             <ul style="list-style-type: none"> <li>~ SNHN Vision – Achieving together – better health, better care</li> <li>~ SNHN Values – iCare                 <ul style="list-style-type: none"> <li>○ Innovation – We Create, We Initiate, We Inspire</li> <li>○ Collaboration – We Listen, We Understand, We Respond</li> <li>○ Accountability – We Define, We Adapt, We Deliver</li> <li>○ Respect – We Inspire Trust, We Are Open, We Act Ethically</li> <li>○ Excellence – We Own It, We Commit to It, We Achieve It.</li> </ul> </li> </ul> </li> <li>~SNHN’s commitment to be an environmentally sustainable organisation and to work with our partners to address climate risks in our communities</li> <li>• Comply with contractual obligations and deliverables as contained in the various approved Department of Health (DoH) Annual Plans and other funding agency agreement.</li> <li>• Respect the confidentiality of patients and general practice in line with the organisation’s related policies, procedures and the Privacy Act.</li> <li>• Comply with the organisation’s policies and procedures.</li> <li>• Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary, any untoward accident, incident or potentially hazardous environment.</li> <li>• Fulfil other duties commensurate with the role as directed.</li> </ul>

## Organisational expertise

<b>Subject Matter Expertise</b>	In delivering on accountabilities above it is expected that you will build expertise (be the organisational SME) in the following key organisational policies, processes and documents:-
<b>SNHN Policies / Procedures</b>	Commissioning policies and procedures.
<b>SNHN DoH Contracts:</b>	DoH Contracts that SNHN delivers to via commissioned services.
<b>SNHN Supplier Contracts</b>	Commissioned Suppliers.

## Scope of Authority

<b>Direct employees work priorities/schedules:</b>	As per organisation chart	<b>Approve employee expenditure:</b>	Authorised as per Policy.
<b>Recruit/ terminate employees:</b>	Not Authorised	<b>Have Media contact:</b>	Not Authorised
<b>Enter into Contracts:</b>	Not Authorised	<b>Other (Detail here)</b>	Not Authorised

## Key Selection Criteria - qualifications and experience

<b>Required experience, capabilities and qualifications</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Tertiary qualification in Health Sciences (or related)</li> <li>• Experience in health service planning, health project delivery or health policy review and improvement.</li> <li>• Expert written and oral presentation skills.</li> <li>• Strong inter-personal skills, with the ability to participate in advisory bodies and influence senior stakeholders in strategic operations.</li> <li>• Stakeholder engagement and relationship management</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Specialist knowledge and experience of commissioning including strong commercial contract management experience</li> </ul>
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	<ul style="list-style-type: none"> <li>• Persuasion and negotiation skills</li> <li>• Demonstrated knowledge of the primary health system in Australia, including its interaction with the acute care sector, as well as the challenges and opportunities</li> <li>• Knowledge of Commonwealth Governments PHN reform agenda.</li> </ul>
<b>Certifications required</b>	<ul style="list-style-type: none"> <li>• Certification of required tertiary qualifications and professional memberships</li> <li>• Current NSW drivers licence and access to a comprehensively insured motor vehicle – if a requirement of the role</li> <li>• National Police Clearance Check</li> <li>• Working with Children Check – if a requirement of the role</li> <li>• Reference Checks (2) from past employers.</li> </ul>
<b>Special conditions</b>	<ul style="list-style-type: none"> <li>• Some out of hours work on weekends or evenings may be required, for example, attendance at community/clinical councils, events or meetings.</li> <li>• Intrastate, interstate and/ or international travel may be required.</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Adhere to organisation policies and procedures relating to Workplace Health and Safety and, at all times, take responsibility for own and colleagues wellbeing.</li> </ul>

**Attachment One**

<b><u>COMMISSIONING &amp; INTEGRATION - Role Level 9</u></b>	
<b>STRATEGIC CORE COMPETENCIES</b>	
<b>Strategy, Priorities &amp; Organisational Context</b>	In-depth understanding of the role, vision, mission, values of SNHN. Aligns behaviours with approaches and organisation values. Working knowledge of: SNHN strategic direction and plans; Department of Health (DoH) objectives; Regional health and medical services requirements. Working Knowledge of functions and infrastructure.

<p><b>Leadership &amp; Teamwork</b></p>	<p>May lead a team providing multiple and/or complex service offerings OR work as a fully proficient professional. Coaches and builds effective team work. Provides guidance and information to less experienced staff within area of work. Evaluates the work of others. Has a working knowledge of relevant external relationships. Maintains defined relationships under guidance and ensures they operate efficiently.</p>
<p><b>Communications &amp; Collaboration</b></p>	<p>For the more complex communication and relationship building across internal and external audiences uses flexible and adaptable communication techniques that engender positive engaging relationships and meet required outcomes both within and outside of own area of expertise. Utilises culturally appropriate communication skills and knowledge. Uses influencing skills and a broad network of contacts to resolve work issues. Undertakes standard negotiations to ensure processes and protocols are followed and work is appropriately handled.</p>
<p><b>Personal Accountability</b></p>	<p>A detailed understanding of the intent and framework of compliance legislation, quality standards, policies &amp; procedures relevant to the role. In-depth understanding of requirements for safe and healthy working, adheres to them, and makes a positive contribution to SNHN’s work environment. Identifies and mitigates risks. Promotes the need to appropriately use financial and other resources. Markets and promotes organisation service offerings and organisation brand.</p>
<p><b>Stakeholder Relationships &amp; Partnerships</b></p>	<p>Interacts with external stakeholders and partners. Uses understanding of stakeholder/partner relationships and their respective needs to recommend changes to SNHN services approach. Recognises and acts within role boundaries on opportunities for enhancement. Applies relevant regional knowledge and understanding; is able to develop appropriate working relationships with similar regional organisations and communities. Promotes services and SNHN.</p>

<b>Problem Solving &amp; Innovation</b>	Exercises initiative and judgement, under guidance, to creatively improve service provision programs/projects. Is mindful of the resource impacts and consults accordingly. Is adaptable and resourceful. Understands organisation processes and improvement and innovation principles, and applies improvement methods.
<b>Professional Learning</b>	A relevant tertiary qualification and/or equivalent. Fully proficient professional. Undertakes regular professional development.
<b>FUNCTIONAL COMPETENCIES</b>	
<b>Commissioning and Partnerships</b>	Considers day-to-day commissioning and partnerships matters. Judgements are based on well-developed professional experience and practice knowledge. Draws on a number of methodologies and techniques to achieve successful outcomes. Identifies alternative strategies. Recommends changes including the development of alternative methodologies to achieve effective outcomes.
<b>Operational Planning</b>	Substantial professional knowledge of relevant legislation, policies, and the external and internal environment. Maps, plans and develops components of projects/programs/services . May contribute to strategic planning processes and reviews, providing service/program/project function information and data. Undertakes delivery involving plan implementation and ongoing day-to-day operations. Assists with the implementation of technology and ongoing day-to-day operations for segments of major/complex services/programs/projects. Monitors performance against standard contract requirements and addresses problems
<b>Projects / Programs Management</b>	Applies project management processes including project identification, definition, planning, execution and conclusion under guidance. Makes changes to documentation. Participates as a project team member. Is proactive and flexible.

<b>Professional Practice</b>	<p>Considers day-to-day issues and makes judgements based on well-developed professional experience and technical knowledge. Has in-depth knowledge of at least two professional level specialist related areas e.g. financial and management accounting. Draws on a number of methodologies and techniques to achieve successful outcomes. Identifies alternatives based on contemporary business practices. Recommends changes including the development of alternative practical methodologies to achieve effective functional-specific outcomes. Coordinates or provides support to change processes; may do detailed planning under guidance. Positively influences and facilitates change in own area and broader business areas. Has developed good commercial acumen.</p>
<b>Quality, Risk, and Compliance Systems</b>	<p>Has a detailed understanding of the intent and framework of compliance legislation, quality standards, governance, policies &amp; procedures relevant to the role. Identifies and mitigates risks. Understands risk management processes and systems in use in SNHN.</p>

### Position Description Acceptance/Agreement

I declare that I have read and understand this position description. I understand that the tasks and accountabilities included may vary from time to time by the organisation in response to changing priorities.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_