

Role description

Evaluation, Outcomes, and Best Practice Manager

Cairns/Townsville/Mackay

Department:	Health Services Commissioning
Location:	Cairns/Townsville/Mackay
Position type:	Full-time
Classification:	Level 8
Reports to:	Executive Director Health Services Commissioning
Direct reports:	Nil

Our values

Collaboration

We work together successfully by valuing, appreciating, and contributing as a team. We build collaborative strategic partnerships for the good of our community.

Equity

We work in a fair and non-judgemental environment where all views and opinions are considered equally. We treat all stakeholders the same and work to reduce inequalities in health for the most disadvantaged.

Innovation

We support an environment that fosters creative, innovative, and solution-focused ideas. We work in partnership with our stakeholders and encourage new, innovative, and creative working to solve complex societal problems.

Integrity

We are open and transparent in our decision-making and deliver on our promises.

Respect

We encourage and give people the opportunity to communicate by listening, acknowledging, and appreciating what they have to say in a supportive and professional manner. We act in a professional manner at all times to build strong relationships even in the absence of agreement.

Access

We support better and timelier access to primary health care by working collaboratively with multidisciplinary teams. We consider the financial, organisational, physical accessibility and acceptability, and social or cultural barriers that limit the utilisation of primary health care services.



Role summary

The Evaluation, Outcomes, and Best Practice Manager will work as part of the Health Services Commissioning Team to shape and drive evaluation activity across the organisation, collaborating with internal engagement teams to assess needs and gaps across the NQPHN region. Using a project management approach, the Evaluation, Outcomes, and Best Practice Manager will be responsible for ensuring that high-level needs analysis is undertaken alongside evaluation of current systems and services, to better determine effectiveness of current commissioned activity and enhance planning of future investment. This role will need to be consultative, collaborative, and have cohesive strategic partnerships with stakeholders to inform capability development for commissioning activities.

Key responsibilities

Role specific

- Undertake an evaluation of systems and services to better determine effectiveness of current commissioned activity across our region.
- With the support of internal teams, undertake a high-level health needs analysis across the region.
- Work with portfolio teams to review planned commissioning-related tasks to ensure alignment with the NQPHN strategic priorities.
- Engage with primary health care services, providers, and organisations as required.
- Assist in the identification of funding opportunities and support the preparation of evidence-based activity work plans, funding tenders, and submissions.
- In collaboration with internal teams actively seek and undertake research and evaluation opportunities.
- Lead and project manage research and evaluation contracts including the procurement, monitoring of deliverables, and financial budgets.
- Recommend and lead the organisational adoption of evidence-based standards, models, and best practice approach to support health commissioning activity.
- Monitor commissioning outputs and outcomes and evaluate performance. Use data analysis tools and techniques to analyse quantitative and qualitative data with the objective of identify emerging risks and health service gaps in our region.
- As required, actively support and manage successful contract delivery, embedding a 'best practice' approach.

Organisation wide

- Committed to "One PHN" and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure "best practice" processes across all areas of responsibilities.
- Comply with the organisation's policies and procedures.
- Ensure the safety of yourself and others in line with the organisation's WHS policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

Key selection criteria

- Degree qualification in a public health related or clinical services discipline and minimum of five years in a senior role.
- Demonstrated experience in evaluation, outcomes, and best practice principles.
- Demonstrated ability to effectively consult, negotiate, influence, and work collaboratively with a broad range of stakeholders to achieve constant improvement in effectiveness and efficiency.
- Demonstrated experience in implementing project management methodologies, systems, and processes to support highly effective planning, program performance, monitoring, and evaluation.
- Demonstrated communication skills – written, oral, social, and facilitation – and demonstrated organisational, time management, risk analysis, and problem-solving skills.
- Advanced computer skills using the Microsoft Office Suite including Word, Excel, and PowerPoint and experience using quantitative and qualitative evaluation tools such as NVivo, SPSS, R, or similar.

Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) Qld if required.

Capability framework

NQPHN has a capability framework in place. This role has the following core competencies and expected levels.

Core Competency	Skilled
Teamwork and Team Leadership	<ul style="list-style-type: none">• Assumes accountability for work delegated to others (peers, team members, experts, etc.).• Works with teams with complementary skills/expertise.• Encourages people with opposing viewpoints to express their concerns.• Resolves conflict among team members sensitively and fairly.• Helps others learn from experience and development initiatives. Recommends readings, trainings and other resources.• Continually acquires and applies new knowledge and learning to improve job performance.• Provides constructive feedback to others.
Resource Management	<ul style="list-style-type: none">• Allocates and controls resources within own area of responsibility/ scope of assignment.• Identifies needs for resources to effectively support current initiatives, services, and offerings.

Core Competency	Skilled
	<ul style="list-style-type: none"> • Manages assignments' delivery process and deadlines.
Flexibility and Continuous Improvement	<ul style="list-style-type: none"> • Seeks best practices inside and outside the Organisation to anticipate change. • Stays open-minded and encourages others to bring new perspectives. • Stays aware of the organisational objectives and monitors current developments and trends that may affect implementation of organisational direction, programmes or plans. • Helps others understand the strategic goals of the Organisation and how their work relates to these.
Stakeholder Engagement and Communications	<ul style="list-style-type: none"> • Writes on complex and highly specialised issues. • Conveys critical nuances and qualifiers to facilitate complete understanding of the material. • Evaluates current network for effectiveness and relevance to achieving strategic objectives within own area. • Identifies and creates opportunities to initiate new connections that will facilitate the achievement of strategic goals within own area.
Quality Management	<ul style="list-style-type: none"> • Understand Quality managements systems, and their impact on organisational governance, as well as basic tenets of ISO90000. • Assist in the evaluation and monitoring of quality management systems. • Ensure staff are utilising quality management systems. • Collate and provide feedback to senior management on utility of quality management systems.
Strategic Thinking and Innovation	<ul style="list-style-type: none"> • Clearly communicates and operationalises the strategic vision. • Able to engage with the organisation as a whole and influence strategic decisions. • Leads team's strategic thinking. • Takes a long-term, evidence-based approach to decision making, and considers all consequences before acting. • Encourages creativity and innovation through continuous improvement. • Inspires others to contribute to strategic goals.
Governance and Risk	<ul style="list-style-type: none"> • Communicates governance requirements clearly to ensure compliance. • Seeks and applies benchmarking/best practices to improvement strategy development or application.

Core Competency	Skilled
	<ul style="list-style-type: none"> • Has a comprehensive understanding of the legal governance surrounding the engagement with public and service users and operates effectively within such parameters. • Models risk management. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Ensures a safe workplace.
Project and Program Management	<ul style="list-style-type: none"> • Develops effective project plans and cost schedules. • Applies effective project controls to deliver complex projects or get project back on track. • Ensures full visibility of project's financial performance. • Applies best practice program management experience. • Provides expert advice and facilitation on program tracking/reporting/assurance/quality control, information management, financial accounting, risk/issue tracking, change control and knowledge management/learning structured in ways that best meets program objectives. • Ensure appropriate program management information exchange occurs. • Takes responsibility for the work of others and allocation of resources. • Provides complete planning service utilising other resources. • Develops project strategies and optimises project execution within constraints of time and money. • Able to handle multiple project with substantial personal autonomy.
Commissioning	<ul style="list-style-type: none"> • Ensure PHN activities and policy in relation to activities are in line with Commissioning Framework. • Has responsibility for monitoring procurement and contract activities to align with Commissioning Framework. • Promote the principles of the Commissioning Framework. • Implement effective commissioning activities to monitor provider supplier and contractor performance against the commissioning framework, including deliverable and outcomes. • Represent the organisation in the resolution of complex / sensitive disputes with providers, suppliers and contractors.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not

limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.