






Senior Service Planning and Design Officer – Joint Regional Wellbeing Plan (JRWP)

Department:	Health Services Commissioning
Location:	Cairns, Townsville, or Mackay
Position type:	Full-time (Limited term – 30 June 2023)
Classification:	Level 7
Reports to:	MHAOD Service Planning and Design Manager
Direct reports:	Nil

Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. 'We work together'	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
 Leadership	We are empowered, inspired, and will step up to create a better future. 'We are all leaders'	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
 Integrity	We hold ourselves to the highest standards of ethics and professionalism. 'We do the right thing'	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
 Accountability	We own our actions, follow through on our promises, and live our values. 'We do what we say'	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
 Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. 'We are considerate'	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



Role summary

Northern Queensland Primary Health Network (NQPHN) is a member of the partnership established to develop the foundational Joint Regional Wellbeing Plan for Northern Queensland. Partnership members currently include the Mental Health, Alcohol and Other Drugs Hospital and Health Services (HHS) for the Torres and Cape, Cairns and Hinterland, Townsville, and Mackay regions. The partnership will be broadened in 2022 to include other key stakeholders from the sectors.

The Senior Service Planning and Design Officer – Joint Regional Wellbeing Plan (JRWP) will work under the direction of the Partnership Steering Committee to implement the completed foundational plan and coordinate and support the development of the comprehensive plan ensuring that the plan is:

- developed in partnership with consumers and key stakeholders
- aligned to the Fifth National Mental Health and Suicide Prevention Plan
- underpinned by evidence-based planning tools
- centred around a stepped care and stage of life framework.

The comprehensive plan will outline the delivery of mental health, alcohol and other drugs, and suicide prevention activities across the NQPHN region, which includes the Torres and Cape, Cairns and Hinterland, Townsville, and Mackay HHS regions.

Governance structure for the Plan

The Governance structure for the implementation of the Joint Regional Wellbeing Plan is detailed below:



The Steering Committee was established in December 2019 and has guided the development of the foundation plan. As well as the partnership group, the Steering Committee includes Better Health NQ and the Mental Health and Alcohol and Other Drugs Branch of Queensland Health. The Steering Committee will be expanded in 2022.

In October 2020, the Better Health NQ Alliance assumed executive oversight of the Plan.

A key activity for this position will be the formation and support to the regional operational groups.



Key responsibilities

Role-specific

Responsibilities include but are not limited to:

Project Deliverables

- Collaborate with the NQPHN Project Manager, to support and coordinate the implementation of the foundational plan and the development of a comprehensive plan by 30 June 2023, ensuring that it is:
 - developed in partnership with consumers and key stakeholders
 - centred around a Stepped Care and stage of life framework
 - aligned to the Fifth National Mental Health and Suicide Prevention Plan
 - underpinned by evidence-based planning tools
 - ensure the plan will outline the delivery of integrated, evidence-based mental health, alcohol and other drugs (AOD), and suicide prevention activities for the region.
- Assist in the development of core elements for the existing Joint Regional Wellbeing Plan for Northern Queensland including but not limited to data development, workforce strategy, policy, quality, stakeholder engagement, and performance.
- Prepare the comprehensive plan for review by stakeholders and the Steering committee and finalise the document by 30 June 2023.
- Coordinate with the NQPHN Financial Controller, NQPHN Project Manager, and Steering Committee to ensure budget planning preparation for activities and services.
- Prepare reports for Executive, Board, Program Partners, and the Department of Health.
- Ensure relevant policies, procedures, and guidelines are formulated, communicated, and implemented.
- Evaluate the outcomes of the project as determined during the planning phase.

Project Coordination

- Develop the regional operations structures that form part of the governance structure of the foundation plan.
- Assist in defining the project scope and implementation plans in consultation with the Steering Committee, regional operational structures, working groups and networks, to ensure objectives are delivered in a timely and structured manner.
- Monitor and report on project milestones and delivery schedules.
- Identify, negotiate, plan, and allocate the resources (time, money, equipment, personnel, etc.) required to successfully complete the project, within budget.
- Develop and implement strategies and systems which promote flexibility and timely responses to changing priorities within the program.
- Work under the direction of the decisions of the project Steering Committee and co-chairs, and support and coordinate meetings of the Committee.

- Support and coordinate the regional operational structures and working groups.
- Ensure that project activity is captured and available within the NQPHN Primary Mental Health Activity Work Plan.

Establish and Sustain Effective Partnerships/Collaboration

- Establish and maintain appropriate accountability and communication structures within the program, ensuring that the Steering Committee as key stakeholders receive regular updates.
- Maintain and demonstrate constructive working relationships and information exchange across the stakeholder groups, communities, and project partners.
- Manage key stakeholder involvement so that the project delivers the required outcomes and is completed within agreed timeframes.
- Ensure the safety of yourself and others in line with the organisation's Workplace Health and Safety policies and procedures and the *Workplace Health and Safety Act 2011*.
- Other duties consistent with the position where required and/or requested.

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 Workplace Health and Safety policies and procedures and the *Workplace Health and Safety Act 2011*.
- Perform other duties reasonably required as directed.

Key selection criteria

- Tertiary qualifications in a health related or human services discipline and three years relevant work experience specifically in mental health, alcohol and other drugs (AOD), and suicide prevention.
- Knowledge of contemporary population health concepts and demonstrated understanding of opportunities and challenges for the mental health, AOD, and suicide prevention sectors in the Northern Queensland region.
- Knowledge and/or experience of networking and stakeholder engagement in mental health, AOD, and/or suicide prevention.
- Demonstrated experience in managing multifaceted project activities within a community engagement context and planning framework.
- Demonstrated high level written and verbal communication skills and experience in writing major policy, planning, or similar high-level documents.
- Demonstrated ability to work with diverse communities in the Aboriginal and/or Torres Strait Islanders, and Australian South Sea Islanders footprint.
- Demonstrated experience in coordinating, developing, and contributing to a team environment.

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	Standard
Teamwork and team leadership	<ul style="list-style-type: none"> • Supports others in taking independent action. • Resolves issues that occur with minimal direction. • Invites and builds upon the ideas of others. • Assumes additional responsibilities to facilitate the achievement of team goals. • Actively shares knowledge among peers or offers advice to less experienced colleagues. • Effectively transfers acquired knowledge and expertise. • Demonstrates initiative in professional self-development.
Resource management	<ul style="list-style-type: none"> • Manages the allocation of resources in relation to business needs. • Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time. • Provides advice on procedures and the use of resources.
Flexibility and continuous improvement	<ul style="list-style-type: none"> • Anticipates having to adapt work methods to changing technology and environments. • Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others. • Adapts to new ideas and initiatives relevant to own area of work. • Understands and promotes the Organisation's business needs and policies for introducing change. • Is able to present the Organisation's priorities as they relate to own area of work. • Explains and convinces others of the need for adaptation and change of policies, structures, and methods.
Stakeholder engagement and communications	<ul style="list-style-type: none"> • Writes information coming from multiple sources in a logical and comprehensive, yet concise manner. • Combines information from various sources in a concise and consistent manner. • Makes sound use of graphics and tables to effectively present numerical data.

Core competency	Standard
	<ul style="list-style-type: none"> • Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices, and respective interests and areas of expertise. • Identifies current or past contacts that can provide work-related information or assistance. • Fosters two-way trust in dealing with contacts (e.g., maintains confidentiality regarding sensitive information).
Quality management	<ul style="list-style-type: none"> • Gains an understanding of quality management systems, so effective feedback on limitations can be provided. • Utilises quality management systems where provided by the PHN. • Provides feedback to line managers on utility of quality management systems.
Strategic thinking and innovation	<ul style="list-style-type: none"> • Provides a rationale for decisions, relating them to the overall goals. • Able to work on strategic activities within the team, either across the whole or within particular areas. • Actively contributes to strategic discussions. • Understands the Organisation's current and future role. • Looks for opportunities for business improvement.
Governance and risk	<ul style="list-style-type: none"> • Ensures governance arrangements are being met. • Constructs formal reporting structures that are appropriate for successful partnerships. • Refers to key healthcare benchmarks in making recommendations. • Has a working understanding of the legal governance of engagement with public and service users. • Identifies and manages risk. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Contributes to a safe workplace.
Project and program management	<ul style="list-style-type: none"> • Ensures a clear project scope. • Develops effective project plans and cost schedules. • Calculates, relates, and responds to variances in schedule and costs. • Ensures effective project reporting. • Effectively manages project change using appropriate change control techniques. • Able to identify major and minor tasks for projects using a broad range of complex and technical tools. • Manages relationships of internal and external resources and interfaces with other groups. • Can identify and mitigate variations, changes, and conflicts.

Core competency	Standard
	<ul style="list-style-type: none"> • Solves complex problems in own area even when not always clearly defined. • Resolves problems that may impact upon wider team/overall objectives. • Able to apply a broad range of complex, technical or professional risk tools in a wide variety of projects.
Commissioning	<ul style="list-style-type: none"> • Applies Commissioning guidelines and framework. • Develops written, well-structured commissioning that clearly sets out business requirements. • Monitors Commissioning processes to ensure they are open, transparent, and effective. • Understands and participates in the Commissioning process and ensures actions are in line with the framework.

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.