






## Service Planning and Design Manager – Mental Health and AOD

Department:	Health Services Commissioning
Location:	Cairns, Townsville, or Mackay
Position type:	Full-time
Classification:	Level 8
Reports to:	Mental Health and AOD Lead
Direct reports:	3+

### Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. <b>'We work together'</b>	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. <b>'We are all leaders'</b>	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. <b>'We do the right thing'</b>	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. <b>'We do what we say'</b>	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. <b>'We are considerate'</b>	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

The Service Planning and Design Manager - Mental Health and Alcohol and Other Drugs (AOD) has responsibility for managing and ensuring commissioned health services are tailored, comprehensive, and applicable to the needs of its users by planning and designing programs and projects that are effective and in alignment with Northern Queensland Primary Health Network's (NQPHN's) strategic objectives. This position manages a complex portfolio of Mental Health and AOD sector engagement, relationship management, capacity building, and commissioning activities and works collaboratively and strategically with the sector, peak bodies, health services, government, and other key stakeholders.

The role includes:

- providing operational support across the Mental Health and AOD commissioning portfolio to ensure planning and design initiatives are effective and achieve key strategy and operational outcomes
- engaging at a strategic level with stakeholders to design Mental Health and AOD services
- working in collaboration with other NQPHN functions to best inform commissioning planning and design of health services
- providing line management support to senior service planning and design officers within the team.

## Key responsibilities

### Role specific

- Manage Mental Health and AOD commissioning activities including, sector development planning, commissioning planning, service planning and design, procurement approaches, outcomes and impact measures, service performance management and evaluation.
- Adopt a holistic approach to service planning and design by using the Department of Health's Commissioning Cycle to guide delivery of health services.
- Assist the Mental Health and AOD Lead to develop a strategic Sector Development Plan for the Mental Health and AOD sector in the four key sub-regions of Cape and Torres, Cairns and Hinterland, Townsville, and Mackay.
- Assist the Mental Health and AOD Lead in the development of a five-year Strategic Commissioning Plan for NQPHN's Mental Health and AOD commissioning activities.
- Manage the development of Mental Health and AOD activity workplans in partnership with internal teams.
- Ensure that procurement plans and approaches are aligned with sector development plans and adhere to probity requirements.
- Provide best practice expertise for planning and service design in a commissioning environment, with consideration for:
  - PHN objectives, needs assessment, and national priorities
  - leadership, governance, and organisational capacity
  - engagement and consultation, autonomy, and responsibility

- priority setting and decision making
- decommissioning and direct service delivery
- performance measurement.
- Work collaboratively with internal engagement teams to identify health intel and data that identifies priorities that can be utilised to improve commissioning and service planning activities.
- Manage engagement processes with health professionals, the community, and other relevant stakeholders as required to inform service planning and design.
- Work with the Mental Health and AOD Lead to develop resource materials required for effective service planning and design and resource distribution based on need.
- Guide and coach Senior Service Planning and Design Officers in the development of service models for commissioning that are reflective of contemporary practice and policy direction.
- Support the team in ensuring the agreed performance outcomes for the programs across all commissioning portfolios are delivered, monitored, and reported in line with recommended frameworks and guidelines.
- Support and collaborate within the team to ensure an integrated approach to commissioning.

### Organisation wide

- Commit to “One PHN” and work collaboratively and engage 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

- A relevant tertiary qualification and/or five years relevant work experience specifically in Mental Health and AOD.
- Demonstrated understanding of health commissioning processes, model of service design, health service design, and delivery in a community environment.
- Demonstrated ability to provide comprehensive support to the administration, management, and procurement of services.
- Demonstrated leadership and management experience, with experience managing staff.
- Demonstrated ability to develop rapport and build relationships with internal and external stakeholders.
- Demonstrated ability to prioritise and meet deadlines in a high demand work environment.
- Highly developed interpersonal, communication, influencing, partnering, negotiation, and conflict resolution skills, particularly in relation to community and stakeholder engagement within the health sector.

- Demonstrated skills in dealing with confidential and sensitive information in a professional manner.
- Self-sufficient in the use of information technology – Microsoft Office Suite (e.g., Word, Excel, and PowerPoint).

## 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"> <li>• Assumes accountability for work delegated to others (peers, team members, experts, etc.).</li> <li>• Works with teams with complementary skills/expertise.</li> <li>• Encourages people with opposing viewpoints to express their concerns.</li> <li>• Resolves conflict among team members sensitively and fairly.</li> <li>• Helps others learn from experience and development initiatives. Recommends readings, trainings, and other resources.</li> <li>• Continually acquires and applies new knowledge and learning to improve job performance.</li> <li>• Provides constructive feedback to others.</li> </ul>
Resource management	<ul style="list-style-type: none"> <li>• Allocates and controls resources within own area of responsibility/scope of assignment.</li> <li>• Identifies needs for resources to effectively support current initiatives, services, and offerings.</li> <li>• Manages assignments' delivery process and deadlines.</li> </ul>
Flexibility and continuous improvement	<ul style="list-style-type: none"> <li>• Seeks best practices inside and outside the organisation to anticipate change.</li> <li>• Stays open-minded and encourages others to bring new perspectives.</li> <li>• Stays aware of the organisational objectives and monitors current developments and trends that may affect implementation of organisational direction, programmes, or plans.</li> <li>• Helps others understand the strategic goals of the organisation and how their work relates to these.</li> </ul>

Core competency	Skilled
Stakeholder engagement and communications	<ul style="list-style-type: none"> <li>• Writes on complex and highly specialised issues.</li> <li>• Conveys critical nuances and qualifiers to facilitate complete understanding of the material.</li> <li>• Evaluates current network for effectiveness and relevance to achieving strategic objectives within own area.</li> <li>• Identifies and creates opportunities to initiate new connections that will facilitate the achievement of strategic goals within own area.</li> </ul>
Quality management	<ul style="list-style-type: none"> <li>• Understands quality managements systems, and their impact on organisational governance, as well as basic tenets of ISO90000.</li> <li>• Assists in the evaluation and monitoring of quality management systems.</li> <li>• Ensures staff are utilising quality management systems.</li> <li>• Collates and provides feedback to senior management on utility of quality management systems.</li> </ul>
Strategic thinking and innovation	<ul style="list-style-type: none"> <li>• Clearly communicates and operationalises the strategic vision.</li> <li>• Able to engage with the organisation as a whole and influence strategic decisions.</li> <li>• Leads team's strategic thinking.</li> <li>• Takes a long-term, evidence-based approach to decision making, and considers all consequences before acting.</li> <li>• Encourages creativity and innovation through continuous improvement.</li> <li>• Inspires others to contribute to strategic goals.</li> </ul>
Governance and risk	<ul style="list-style-type: none"> <li>• Communicates governance requirements clearly to ensure compliance.</li> <li>• Seeks and applies benchmarking/best practices to improvement strategy development or application.</li> <li>• Has a comprehensive understanding of the legal governance surrounding the engagement with public and service users and operates effectively within such parameters.</li> <li>• Models risk management.</li> <li>• Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety.</li> <li>• Ensures a safe workplace.</li> </ul>
Project and program management	<ul style="list-style-type: none"> <li>• Develops effective project plans and cost schedules.</li> <li>• Applies effective project controls to deliver complex projects or get projects back on track.</li> <li>• Ensures full visibility of project's financial performance.</li> <li>• Applies best practice program management experience.</li> <li>• Ensures appropriate program management information exchange occurs.</li> <li>• Takes responsibility for the work of others and allocation of resources.</li> </ul>

Core competency	Skilled
	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Provides complete planning service utilising other resources.</li> <li>• Develops project strategies and optimises project execution within constraints of time and money.</li> <li>• Able to handle multiple projects with substantial personal autonomy.</li> </ul>
Commissioning	<ul style="list-style-type: none"> <li>• Ensures NQPHN activities and policy in relation to activities are in line with the Commissioning Framework.</li> <li>• Has responsibility for monitoring procurement and contract activities to align with the Commissioning Framework.</li> <li>• Promotes the principles of the Commissioning Framework.</li> <li>• Implements effective commissioning activities to monitor provider, supplier, and contractor performance against the Commissioning Framework, including deliverables and outcomes.</li> <li>• Represents the organisation in the resolution of complex/sensitive disputes with providers, suppliers, and contractors.</li> </ul>

*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.*