

Senior Contracts Performance Officer – Mental Health and Alcohol and Other Drugs (AOD)

Cairns, Townsville, or Mackay

About us

Northern Queensland Primary Health Network (NQPHN) is one of 31 regionalised and independent PHNs established nationally by the Commonwealth Department of Health to provide local communities with better access to improved primary healthcare services.

The NQPHN region extends from St Lawrence in the south coast, up to the Torres Strait in the north, and west to Croydon and Kowanyama.

NQPHN aims to improve health outcomes for all residents by supporting, investing in, and working collaboratively with local Hospital and Health Services, the primary healthcare sector, local government areas (LGAs), other health organisations, and the wider community.

Find out more about NQPHN at www.nqphn.com.au

The role

The Senior Contracts Performance Officer – Mental Health and AOD has responsibility for the management, administration, and performance of commissioning contracts. This role plays a key part in the commissioning cycle and requires active collaboration across all commissioning functions to be successful.

This includes:

- Provide operational support across the commissioning portfolios to ensure the effective management, administration, and performance of contracts.
- Working in collaboration with other NQPHN functions in the design, management, monitoring, and evaluation of contracts to ensure services are delivered effectively to improve outcomes and meet local need.

The successful candidate will be able to demonstrate that they will:

- Adopt a holistic approach to evaluating contract performance by using the Department of Health and Aged Care Commissioning Cycle to guide delivery of health services, and with particular consideration for the inputs into contract design when evaluating performance; being needs assessment and service planning and design.
- Provide best practice expertise for management and performance of commissioning contracts including understanding for contract variation and overarching contracting considerations.



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.




- Effectively manage contracts through building strong relationships with health service providers and other key stakeholders.
- Monitor quarterly reports, clinical dashboards, and other indicators of contract performance and lead contract and governance related meetings and discussions to ensure contract deliverables are met.
- Undertake administrative tasks such as production and distribution of correspondence, reports, and/or presentations relating to contract management, administration, and performance.
- As agreed with the manager, lead contract portfolio area and work with the Planning and Design Team to ensure contracted services continue to develop and improve based on community feedback.
- Collaborate with NQPHN staff from other functional areas, particularly Business Services, and System Integration and Innovation to monitor and evaluate contract performance.
- Support the development of resource materials required for contract management, administration, and performance and ensure distribution as appropriate.
- Support collaboration across all NQPHN teams to ensure the programs delivered are in line with the organisation strategic and operational requirements.
- 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.

Key Selection Criteria

- Tertiary qualifications in a health related or human services discipline and three years' experience in a similar role within a medium to large health service, or equivalent experience in the sector.
- Demonstrated understanding of health commissioning processes and health service design and delivery in a community environment.
- Demonstrated ability to provide comprehensive support to the administration, management, and performance of contracts.
- 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 Suite including but not limited to Word, Excel, and PowerPoint.

If you are looking for the opportunity to be part of a passionate and driven team and contribute to achieving our mission of 'Northern Queenslanders live happier, healthier, longer lives,' we'd love to hear from you.

NQPHN aims to be an employer of choice for Indigenous Australians, and we encourage Aboriginal and Torres Strait Islander people to apply for this role.



For further information on this position and to view the position description, please visit our website: bit.ly/nqphn-vacancies

Your application should include:

- Cover letter (not exceeding two pages).
- Response to the key selection criteria (no more than two pages).
- Your resume.

To submit an application for this position, please send your application to recruitment@nqphn.com.au

Applications close Tuesday 26 September 2023 at 5pm.