




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

Department:	Health Services Commissioning
Location:	Townsville, Mackay, or Cairns
Position type:	Full-time
Classification:	Level 7
Reports to:	Contracts and Performance Manager - Mental Health and AOD
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

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.

Key responsibilities

Role-specific

- 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.
- 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.



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’ 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.

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. • 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.

Core Competency	Standard
	<ul style="list-style-type: none"> • 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"> • Gain an understanding of quality management systems, so effective feedback on limitations can be provided. • Utilise quality management systems where provided by the PHN. • Provide 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.

Core Competency	Standard
	<ul style="list-style-type: none"> • Can identify and mitigate variations, changes, and conflicts. • 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"> • Apply commissioning guidelines and framework. • Develop written, well-structured commissioning that clearly sets out business requirements. • Monitor Commissioning processes to ensure they are open, transparent, and effective. • Understand and participate in the commissioning process and ensure 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.