

Senior Contracts Performance Officer – Older Persons Health and Palliative Care

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 and Aged Care 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 and Performance Officer 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.

The role includes:

- Providing 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.

Some key responsibilities will include, but not limited to:

- Adopting a holistic approach to evaluating contract performance by using the NQPHN Commissioning Cycle to guide delivery of health services, with particular consideration for the inputs into contract design and evaluation.
- Providing best practice expertise for management and performance of commissioning contracts, including understanding contract variations and milestone reporting.



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.



- Developing and maintaining high quality relationships with key stakeholders in the aged care sector, particularly with residential aged care facilities (RACFs), community-based aged care organisations, and Hospital and Health Services (HHSs).
- Facilitating the provision of integration education and skilling opportunities.
- Providing support to residential aged care facilities (RACFs) in the NQPHN region to have appropriate clinical facilities, equipment, staff training, and technology to provide their residents with access to quality virtual care from general practitioners (GPs) and other clinicians.
- Delivering initiatives that support RACFs to implement comprehensive out-of-hours arrangements and actions plans, including appropriate staff training and resources.
- Collaborating with NQPHN staff from other functional areas, particularly the Health System Integration and Innovation team to monitor and evaluate contract performance.
- Supporting the development of resource materials required for contract management, administration, and performance and ensure distribution as appropriate.
- Undertaking administrative tasks such as production and distribution of correspondence, reports and/or presentations relating to contract management, administration, and performance.
- Effectively managing contracts through building strong relationships with health service providers and other key stakeholders.
- Supporting collaboration across all NQPHN teams to ensure the programs delivered are in line with the Organisation's strategic and operational requirements.
- Supporting the team in ensuring the agreed performance outcomes for programs across all commissioning portfolios are delivered, monitored, and reported in line with recommended frameworks and guidelines.
- Supporting the development and implementation of an NQPHN Aged Care Program Plan informed by the Department of Health and Aged Care (DHAC) guidelines.
- Supporting and collaborating within the team to ensure an integrated approach to commissioning.

The successful applicant will possess:

- Tertiary qualifications in a health related or human services discipline and three years' experience in a similar role within the aged or health care sectors.
- Demonstrated understanding of health commissioning processes, 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-sufficiency in the use of information technology; Microsoft Office Suite (e.g. Word, Excel, PowerPoint).

The benefits

NQPHN offers a great range of benefits to its employees, including:

- access to generous not-for-profit salary sacrifice taxation benefits
- annual leave loading
- Employment Assistance Program offered to all staff and family members.

About you

We are looking for someone who is passionate about making a difference in the lives of older persons in northern Queensland and in the lives of people and loved ones who require palliative care.

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/or 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 (not exceeding two pages)
- your resume.

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

Applications close Friday 18 November 2022 at 5pm.