

Position Description

Position	Service Development Officer
Location	Heatherton
Directorate	Service Innovation
Reports to	Manager, Service Development
Employment Status	Full time, maximum term, multiple positions available

About South Eastern Melbourne PHN (SEMPHN)

We are one of six Primary Health Networks (PHNs) in Victoria, and 31 PHNs across Australia.

There are around 1.5million residents in [our catchment](#), which stretches from St Kilda to Sorrento, and as far east as Bunyip, including the major population hubs of Clayton, Dandenong, Moorabbin, Caulfield, Cranbourne, Frankston and Pakenham.

Reporting to an independent Board, we are a 'for-benefit' social enterprise working on behalf of the Federal Government to improve local health care. We want everyone in our community to be able to access the right care, in the right place, at the right time.

We are working to achieve this goal by improving access to existing services, commissioning new services to improve health outcomes and encouraging GPs and others to innovate and further improve local health care.

The Federal Government has identified seven priority areas for improvement and innovation for primary health:

- Mental health
- Alcohol and Other Drugs
- Aboriginal and Torres Strait Islander Health
- Aged care
- Population health
- Health workforce development
- Digital health.

We are well on track for our deadlines of commissioning services and you might be interested to know that SEMPHN has been identified as one of the 10 PHN lead sites to champion mental health reforms and trial innovative service models.

SEMPHN is also recognised as a Gold accredited Mental Health First Aid Australia Skilled Workplace.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it. Our values are Collaboration; Community; Accountability; Respect; Excellence; and Solution focused.

All SEMPHN employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours which reflect these values.

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About the Service Innovation Directorate

The Service Innovation Directorate leads change in the areas of commissioning services across the region enabling SEMPLHN to both increase access to primary health care services and shape the system that delivers those services. This team provides the essential capacity in service design, including codesign and contract management necessary for intelligent and efficient commissioning activities.

Job Summary

The commissioning of mental health, suicide prevention, and AOD services in the SEMPLHN catchment represents the key priorities for the organisation.

SEMPHN is looking for an individual who has experience in Youth Mental Health, Suicide Prevention, Out of home Care or Alcohol and Other Drugs to support the organisation's work in implementing and expanding this service, as well as other Commonwealth funded suicide prevention services in the catchment over the coming years.

This role will effectively manage contracts as well as build strong relationships with stakeholders to facilitate change in delivering services and building the capacity of providers to work within the mental health stepped care model, existing and newly redesigned models of care.

The Service Development Officer will work with the Manager, and Leads, and liaise closely with other internal teams such as Service Innovation; Contracts; System Outcomes; Provider Support and external stakeholders to support the implementation of all aspects of the service development and commissioning framework. This includes working collaboratively with our stakeholders and consumers to support the commissioning of solutions in mental health through phased strategic and project planning, identification of gaps in health services, the co-design of new models of care as well as ensuring relevant outcome frameworks are determined that will measure performance.

Key Responsibilities

Service Development

- Support the implementation of SEMPLHN commissioned programs that help deliver equitable, effective and efficient health programs and initiatives, focusing principally on those programs and initiatives relating to Youth Mental Health, Suicide Prevention, Out of home Care and AOD within regional and place-based approaches.
- Effectively manage a timeline of tasks and deliverables.
- Use evidence based literature and data to inform and influence change and improvements.
- Assist with the development and implementation of key commissioning resources and develop outputs and outcomes that are measurable against contract deliverables.
- Develop and manage efficient and effective evaluation tools to monitor performance.

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Stakeholder Engagement

- Engage with key internal and external stakeholders to promote a shared understanding and application of commissioning processes, including the provision of education and development of capability.
- Build and maintain strong relationships and actively engage with key stakeholders, consumers and community members developing capacity and influencing service outcomes.
- Effectively engage with and build upon stakeholder relationships that foster the co-design and delivery of innovative service models.
- Monitor contract performance via effective relationships with organisations delivering commissioned services.

Research, Planning and Development

- Investigate models of care and make recommendations that inform decisions on future service development initiatives.
- Support the design, development and implementation of new models of care fostering innovation and excellence.
- Participate in evaluations to inform future directions of commissioning processes.
- Participate in planning activities as identified by the Service Innovation team, in the development of innovative and sustainable solutions.
- Manage a timeline of tasks and deliverables that contribute to the delivery of the program/projects in the most effective and efficient manner for the commissioning of services.

Team Membership

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.

Quality

- Actively participate in, and contribute to a continuous culture of workplace quality improvement activities.
- Comply with all relevant legislation, regulations and professional standards.

Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

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Key Relationships

Internal

- General Manager, Service Innovation
- Manager and Leads
- Service Innovation staff
- System Outcomes staff

External

- Mental health, suicide prevention and drug and alcohol agencies in the catchment
- Consumers of mental health, suicide prevention and drug and alcohol services in the catchment
- Department of Health and Human Services
- Other PHNs.

Key Selection Criteria

Qualifications

- Relevant tertiary qualifications and/or equivalent relevant experience in the Mental Health sector (preferably Youth Mental Health, Suicide Prevention, Out of home Care, AOD or Public Health sector).

Skills, Knowledge and Experience

- Established contract management and stakeholder relationship skills.
- Demonstrated experience in health and community service programs.
- Experience in working with a range of health care providers including General Practices, nurses, and Allied Health Providers and consumers.
- Demonstrated experience working with project management frameworks.
- Proven ability to identify innovative solutions and influence outcomes.
- Strong analytical problem-solving skills with the ability to analyse issues and provide advice upon which decisions can be based.
- Demonstrated experience in influencing, negotiating and engaging positively with a diverse range of stakeholders to achieve improved outcomes.
- Stakeholder relationship management skills to support effective systems change with improved health outcomes.
- Strong Microsoft Office skills.

Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check will be required in accordance with government funding requirements.
- All employees of SEMPHN may be required to work across the SEMPHN catchment.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's License is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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