

# Role description

## NQ Health Priorities Lead

### Cairns/Townsville/Mackay

Department:	Commissioning
Location:	Cairns, Townsville, or Mackay
Position type:	Full-time
Classification:	Level 9
Reports to:	Executive Director, Commissioning
Direct reports:	3

### Our values

#### Collaboration

We work together successfully by valuing, appreciating, and contributing as a team. We build collaborative strategic partnerships for the good of our community.

#### Equity

We work in a fair and non-judgemental environment where all views and opinions are considered equally. We treat all stakeholders the same and work to reduce inequalities in health for the most disadvantaged.

#### Innovation

We support an environment that fosters creative, innovative, and solution-focused ideas. We work in partnership with our stakeholders and encourage new, innovative, and creative working to solve complex societal problems.

#### Integrity

We are open and transparent in our decision-making and deliver on our promises.

#### Respect

We encourage and give people the opportunity to communicate by listening, acknowledging, and appreciating what they have to say in a supportive and professional manner. We act in a professional manner at all times to build strong relationships even in the absence of agreement.

#### Access

We support better and timelier access to primary health care by working collaboratively with multidisciplinary teams. We consider the financial, organisational, physical accessibility and acceptability, and social or cultural barriers that limit the utilisation of primary health care services.



## Role summary

The NQ Health Priorities Lead has overarching responsibility for leading a portfolio of sector engagement, relationship management, capacity building, and commissioning activities to better align services to meet priority health needs identified in our Health Needs Assessment. The role will provide oversight and health promotion/prevention subject matter expertise to NQPHN's commissioning approach, fostering collaborative opportunities with key partners and employing co-design approached within a place-based approach.

Fundamental to this role will be building trusted collaborative relationships within the sector, peak bodies, health services, government, and other key stakeholder bodies.

## Key responsibilities

### Role specific

- Lead the NQ Health Priorities team to undertake NQPHN health priorities commissioning activities including outcomes-based commissioning planning, service planning and design, procurement approaches, outcomes and impact measures, service performance management, and evaluation.
- Develop a commissioning plan for NQPHN's Health Priorities commissioning activities that will deliver on the identified outcome indicators.
- Monitor and advise on service delivery innovation opportunities and solutions, particularly for remote communities.
- Lead the development of health priorities activity workplans in partnership with internal teams.
- Ensure that procurement plans and approaches are aligned with sector development plans, adhere to probity requirements, and will build NQPHN's reputation as a high performing regional commissioning body.
- Identify, build, and maintain excellent relationships with key stakeholder and partner organisations to influence system reform and strategically align NQPHN in the context of the local health system environment.
- Lead the implementation of services and programs that contribute to the achievement of NQPHN's vision and strategic objectives.
- Work collaboratively with other commissioning portfolio leads and the System Integration and Innovation Teams to ensure that NQPHN service system development activities complement one another and collectively contribute to delivering on our strategic priorities.
- Participate in NQPHN planning, management, and reporting processes – including the development of outcomes measures and evaluation plans.
- Provide effective coaching, mentoring, and professional development to direct reports, and apply appropriate recruitment, induction, and performance management principles to build a high performing team.

### 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 WHS policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

### Key selection criteria

- Tertiary qualifications in relevant health related discipline such as health promotion, combined with at least five years' experience in a senior role and at least three years' experience within a medium to large health service or practice.
- Understanding of health commissioning processes, health service design, and delivery in a community environment and strong clinical governance practices.
- Knowledge of contemporary population health, health promotion and prevention concepts, and demonstrated understanding of opportunities and challenges for the primary health sector in the northern Queensland region.
- Knowledge of, or ability to develop knowledge of, networking and stakeholder engagement of primary health sector across the NQPHN region.
- Experience in the development, implementation, and evaluation of programs and activities within the primary health care and/ or community services field.
- Highly developed project management skills in order to plan, lead, and manage complex projects simultaneously in a health setting, to a high standard, on time, and within budget.
- Demonstrated ability to work with diverse communities inclusive of Aboriginal, Torres Strait Islanders, and Australian South Sea Islanders.
- Demonstrated ability to build effective and productive working relationships with team members, clients, stakeholders, and other industry partners to achieve quality outcomes.
- Highly developed interpersonal, communication, influencing, partnering, negotiation, and conflict resolution skills, particularly in relation to community and stakeholder engagement within the health sector.
- Self-sufficient in the use of IT – Microsoft Suite (e.g. Word, Excel, PowerPoint).
- Project management tools.

### 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.

## Capability framework

This role has the following core competencies and expected levels, as outlined in the NQPHN Capability Framework.

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>
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>Understand Quality managements systems, and their impact on organisational governance, as well as basic tenets of ISO90000.</li> </ul>

Core Competency	Skilled
	<ul style="list-style-type: none"> <li>• Assist in the evaluation and monitoring of quality management systems.</li> <li>• Ensure staff are utilising quality management systems.</li> <li>• Collate and provide 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 project back on track.</li> <li>• Ensures full visibility of project's financial performance.</li> <li>• Applies best practice program management experience.</li> <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>• Ensure appropriate program management information exchange occurs.</li> <li>• Takes responsibility for the work of others and allocation of resources.</li> <li>• Provides complete planning service utilising other resources.</li> </ul>

Core Competency	Skilled
	<ul style="list-style-type: none"> <li>• Develops project strategies and optimises project execution within constraints of time and money.</li> <li>• Able to handle multiple project with substantial personal autonomy.</li> </ul>
Commissioning	<ul style="list-style-type: none"> <li>• Ensure PHN activities and policy in relation to activities are in line with Commissioning Framework.</li> <li>• Has responsibility for monitoring procurement and contract activities to align with Commissioning Framework.</li> <li>• Promote the principles of the Commissioning Framework.</li> <li>• Implement effective commissioning activities to monitor provider supplier and contractor performance against the commissioning framework, including deliverable and outcomes.</li> <li>• Represent 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.*