

## Service Planning and Design Manager – Mental Health and 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 Moranbah in the south, 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](http://www.nqphn.com.au)

#### The role

The Service Planning and Design Manager - Mental Health and Alcohol and Other Drugs (AOD) has responsibility for managing and ensuring commissioned health services are tailored, comprehensive, and applicable to the needs of its users by planning and designing programs and projects that are effective and in alignment with NQPHN's strategic objectives. This position manages a complex portfolio of Mental Health and AOD sector engagement, relationship management, capacity building, and commissioning activities and works collaboratively and strategically with the sector, peak bodies, health services, government, and other key stakeholders.


The role includes:

- providing operational support across the Mental Health and AOD commissioning portfolio to ensure planning and design initiatives are effective and achieve key strategy and operational outcomes
- engaging at a strategic level with stakeholders to design Mental Health and AOD services
- working in collaboration with other NQPHN functions to best inform commissioning planning and design of health services
- providing line management support to senior service planning and design officers within the team.



*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.*





The successful candidate will be able to demonstrate:

- a relevant tertiary qualification and/or five years relevant work experience specifically in Mental Health and AOD
- demonstrated understanding of health commissioning processes, model of service design, health service design, and delivery in a community environment
- demonstrated ability to provide comprehensive support to the administration, management, and procurement of services
- demonstrated leadership and management experience, with experience managing staff
- 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 Office Suite (e.g., 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/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](https://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](mailto:recruitment@nqphn.com.au)

Applications close Tuesday 2 August 2022 at 5pm.