

Position Description

Position title	Director Commissioning, Mental Health, Alcohol & Other Drugs
Responsible to	Chief Executive Officer
Responsible for	Service Development & Performance Managers for (1) Alcohol & Other Drugs and (2) Mental Health
Location	Wollongong, Queanbeyan, Nowra, or Moruya
Salary range	To be negotiated upon appointment
Conditions	National Employment Standards Employment Contract Company policies and procedures Flexible work practices
Remuneration and benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Probity checks	Reference checks National Criminal Record Check Qualifications/Certifications required for the position Professional registrations and memberships as required for the position
Level of delegation	As outlined in Delegations Policy

Organisational context

COORDINARE is the values led Primary Health Network for South Eastern NSW supporting primary care in the region to be person centred, accessible; equitable; safe and high quality, comprehensive; population orientated; and coordinated across all parts of the health system. COORDINARE provides a unique blend of private and public perspectives and innovative thinking which aims to ultimately transform the health of people in the region.

COORDINARE has adopted a business model that is data-driven, using clinical expertise and consumer feedback, to determine local needs and co-design initiatives that improve health outcomes, achieve better consumer experiences, enhance provider satisfaction, and deliver value for money. Using population health data, working closely with our GP-led Clinical Councils, our Community Advisory Committee and through our strategic alliances with the Local Health Districts, we set clear local priorities as well as identify strategies to implement the national priorities locally.

COORDINARE works at four levels within the health system to achieve person centred care:

- **Involving consumers** in decision-making both at an individual level – around people’s own health, treatments, and illness-management and at an organisational level – around policy development, service design, delivery, and evaluation.
- **Supporting general practice** as the cornerstone of primary care.
- **Working within local communities** to commission services which improve outcomes for at-risk, high needs groups.
- **Building system enablers and designing service improvements** to optimise pathways for patients and coordinate their care.

COORDINARE commissions services, in line with our Commissioning Framework, focusing on those most at risk of poor outcomes, rather than providing services directly. Commissioning involves a strategic approach to purchasing services from providers, using information gathered from our Needs Assessments and analysis of local provider markets. Our approach to commissioning also involves ongoing and collaborative relationships with service providers, working together to design initiatives and ensure that contracted deliverables and quality outcomes are met.

Purpose

The Director, Commissioning, Mental Health, Alcohol & Other Drugs is a member of the Executive team and will lead the commissioning function of Mental Health, Alcohol & Other drugs enabling COORDINARE to achieve improved health outcomes, reduced inequalities, and better patient experiences across the region.

General accountabilities

As members of the executive team, all Directors are expected to:

- work collegially with the Chief Executive Officer and other managers to support and inform the decision-making processes of the Board,
- contribute to the development of an integrated organisational strategic plan to support the medium to longer term goals, as well as effective and efficient operations in the more immediate term,
- provide timely, accurate and robust information and advice to, the Chief Executive Officer and other members of the executive team to support collaborative decision making and planning to realise the objects of the organisation,
- consistently demonstrate values-based leadership to the organisation, teams, and people as a key enabler of performance, engagement and organisational development,
- translate strategy into action by setting operational objectives and plans relevant to current activities and aligned with the strategic direction of the organisation,
- maintain an effective team, including development, motivation, and support for employees in that team such that each individual delivers on the accountabilities of their role,
- collaborate with key internal stakeholders ensuring that effective mechanisms are in place to engage and communicate with relevant staff,
- implement a strategic approach to risk management, risk mitigation and continuous improvement,

- achieve program outcomes and reporting of such as required by funding instruments, agreements, or schedules as applicable,
- develop budgets and manage financial performance, expenditure, and resource allocation in accordance with budgetary and funding guidelines,
- develop, enhance, and manage relationships with key external stakeholders ensuring that effective mechanisms are in place to engage and communicate with relevant stakeholders,
- provide a safe and healthy workplace such that relevant legislative requirements are met,
- operate within the formal delegation's framework of the organisation and in accordance with organisational policies and procedures,
- exercise effective self-management, self-development, and integrity in the execution of duties, and mentoring team members regarding these qualities.

Key accountabilities

- COORDINARE's commissioning approach for Mental Health, Alcohol & other drugs,
- Ensure that COORDINARE's approach to commissioning (and de-commissioning) is evidence based and continually improving, including delivering processes and decisions that are robust, transparent, and defensible,
- Oversee effective clinical, consumer and other stakeholder engagement and consultation throughout the commissioning cycle, including involvement of Clinical Councils and the Community Advisory Committee,
- Ensure that COORDINARE's commissioning approach makes full use of available contracting mechanisms and levers to stimulate system improvement and new models of care/innovation, develop local service systems and markets, focus on improving outcomes and deliver value for money,
- Ensure robust contractual and risk management systems are in place to support the commissioning work of the organisation,
- Contribute to the organisational needs assessment and planning processes and ensure that commissioning intentions and recommendations regarding priority setting and resource allocation are focused on those 'most at risk' of poor health outcomes,
- Ensure that commissioned initiatives are coordinated and integrated across PHN funding streams and within local service systems, incorporating collaborative service planning and development, such as co-design and co-commissioning of initiatives,
- Champion superior relationship management approaches that achieve efficient and effective outcomes from commissioned service providers,
- Build capability and capacity across the market, including existing and potential providers as well as other new market entrants,
- Ensure that the planning, reporting and compliance requirements of DOH are met,
- Ensure appropriate internal and external communication of COORDINARE's commissioning approaches, priorities and timelines,
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Key relationships

- Internal - Executive and Board, Management team members, Community Advisory Committee, Clinical Councils.
- External - Commissioned service providers, potential service providers, other market players.

Key challenges

- Leading staff and commissioned providers to achieve significant reform and change.
- Influencing key stakeholders and managing expectations.
- Promoting collaboration and co-design in a competitive environment.
- Negotiating appropriate measures of contracted service performance and outcomes.
- Managing provider and consumer relationships through changes in commissioning practice, including de-commissioning of services.
- Managing staff and providers across a large geographical area.

Selection criteria

1. Graduate qualifications in health services management, public/population health or other relevant field.
2. Previous management experience at a senior level within a complex operating environment.
3. Demonstrated ability to interpret national and state policy, population health data, needs assessment findings and current evidence and to guide commissioning activity accordingly.
4. Highly developed program planning and organisational skills and the ability to use these skills to lead efficient and effective commissioning systems and processes.
5. Experience in using health system performance information to drive planning and service improvement, in collaboration with providers.
6. Well-developed written and oral communication skills including the ability to present information persuasively to different audiences.
7. Demonstrated capacity to build and maintain strong and productive relationships with diverse internal and external stakeholders.
8. Demonstrated ability to develop and achieve innovative and practical solutions in collaboration with diverse stakeholders.
9. Ability to thrive and deliver quality results in a time constrained, fast paced, and complex operating environment.

COORDINARE is an equal opportunity employer embracing diversity. We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are sector leaders with excellent benefits, and a hybrid workplace in the beautiful SENSW region.

Successful applicants must have the right to work in Australia, be willing to complete a Criminal Record Check and, due to our purpose and nature of our work, must be able to demonstrate up to date COVID 19 vaccination status or medical exemption.

As the incumbent of this position, I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.		
Employee name:	Employee Signature:	Date:
Manager's name:	Manager's signature:	Date:

Please note if this PD is for a new role it will need to be reviewed and approved by the CEO.

Date	Version No.	Author	Approved by	Reason for update
Oct 2023	1	CEO	CEO	EOI to backfill 0.4 FTE
May 2024	2	Director, Corporate Services	CEO	Revised for recruitment