

Position Description

Position Title	System Design Specialist
Reports To	System Design and Portfolio Manager
Business Unit	Primary Health Integration and System Design (PHISD)
EMPHN Classification	Band 4

EMPHN Values

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. Our organisational values underpinning the work we do are:



Purpose of Position

The System Design Specialist contributes to the enhancement of primary care and addressing of health gaps within the EMPHN catchment through utilising their expertise, co-design and stakeholder management skills to contribute to system redesign projects, as a leader, facilitator and/ or subject matter expert.

Redesign projects are a component of EMPHN’s integrated organisational approach to achieving strategic outcomes for a strategic portfolio focused on driving change across the health system. Within the context of the Business Plan, the incumbent will engage internal and external stakeholders, undertake research and provide an evidence-based approach to informing system redesign and adoption of innovation to improve outcomes, ways of working, processes, policies and systems to improve the overall effectiveness of health outcomes within the portfolio.

Key Relationships and Stakeholders

Internal

- ELT and Board of Directors
- Redesign and Delivery Teams
- Leaders across the organisation
- EMPHN employees and contractors

External

- People with lived experience, consumers and carers
- Health Professionals in particular – primary care/general practice
- Formal Collaboratives/Alliances
- EMPHN Clinical Council & Community Advisory Committee
- Representatives of key service providers in EMPHN catchment
- Government and Community Stakeholders

Key Accountabilities

Systems Redesign, Innovation and Improvement

- Role model the desired culture, consistent with EMPHN’s values and behaviours, including the modelling of a practical and positive approach to health, safety, diversity, inclusion, wellbeing, and environment.
- Within the context of the Portfolio Strategic Framework:
 - Work with internal and external stakeholders to identify improvement opportunities and develop solutions, using a co-design methodology.
 - Ensure co-design projects support an integrated whole of organisation approach to the relevant portfolio of work, contribute to the strategic direction of the portfolio.
 - Contribute to thought leadership and development of capability within EMPHN, drawing upon up-to-date contemporary knowledge and expertise for the overall portfolio
 - Undertake analysis and consultation to identify priority areas within the catchment and utilise this to define redesign and improvement opportunities.
 - Facilitate the development of solutions, maintaining a focus on innovation, informed by evidence and research.
- Contribute to new health initiatives with the aim of improving patient and clinician experience, improve health outcomes, and increase value.

Position Description

- Provide leadership both formally (redesign projects lead by incumbent) and informally (programs and projects lead by other program managers) to support alignment and integration across all work in progress ensuring ongoing capability development internally and delivery of planned outcomes.
- Support the System Design and Portfolio Manager in development of portfolio contribution to the EMPHN business plan through developing business case for new innovations or improvement opportunities that are aligned to EMPHN transformational agenda, focused on transformative strategies and informed by research, evidence, and analysis.
- Participate in and where appropriate lead, the commissioning cycle with a focus on problem definition, diagnostics, designing solutions, and evaluation.

Stakeholder Engagement and Relationship Management

- Support the development and ongoing participation in Collaboratives/Alliances.
- Communicate and consult widely with key stakeholders across the catchment to ensure health initiatives are leveraged and health gaps are addressed particularly in the areas of chronic and complex care.
- Drive effective relationships and communications ensuring EMPHN remains a trusted advisor to stakeholders.
- Build effective partnerships to improve the readiness of stakeholders to engage in EMPHN led initiatives.
- Ensure effective and strong relationships with stakeholders, partner organisations, funding bodies, government and non-government agencies and relevant organisations in a manner consistent with EMPHN values to meet strategic goals.
- Represent the organisation effectively by actively promoting and developing the identity of EMPHN to all stakeholders including local and regional health related organisations and the broader community.

Business Management

- Recommend performance standards and measures for redesign programs and projects and provide timely and accurate information, reports and advice on performance, governance, risk management, finance as required by the Manager.
- Assist in identifying regulatory, legal requirements and government reporting regulations impacting the program or project.
- Contribute to the development of annual budgets that support the initiatives and commissioning activities of the portfolio.
- Contribute to the identification, management and mitigation of risks consistent with risk management policies and procedures.

Qualifications

- Relevant tertiary qualifications in health or related discipline are preferred.
- Post Graduate qualifications in Health, Redesign or Project Management are desirable but not essential.

Key Capabilities, Skills and Experience

- Proven knowledge and demonstrable experience of the health sector, including funding models, service pathways and acute/primary care interface.
- Experience working in a health environment (acute, primary care, community health) or similar services.
- Experience in the application of redesign methodologies and the development of care models that can be implemented.
- A strong understanding of new and emerging models of care and how they become meaningful for the EMPHN population and service system.
- Proven experience as an operational leader and contributor with a primary focus on the business planning cycle.
- Demonstrated experience in coaching teams to improve performance, innovation and efficiency.
- Demonstrable experience in building partnerships with key stakeholders and internal managers to enable delivery of organisational priorities to be achieved.
- Strong interpersonal and influencing skills with a proven ability to gain the acceptance, support and cooperation of others to further strategic opportunities in health system redesign.
- Superior verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively.
- Ability to be agile and flexible in approach to work with a continuous improvement mindset.

Approval and Review

Approved by	Janine Wilson	Date:	1/02/2021
Signature			
Next Review Date	1 July 2022		