

Position Description

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| Position Title: | Program Officer, Mental Health & Alcohol & Other Drugs (AOD) | | |
| Reports to | Mental Health & AOD Manager | | |
| Directorate: | Mental Health & AOD | | |
| Business Unit | Mental Health & AOD | | |
| Number of Direct Reports | 0 | Budget Responsibilities | Nil. |
| EMPHN Classification | Band 2-3 | | |

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| Approved by: | Emma Newton | Date: | 9/09/2020 |
| Next Review Date: | 9/9/2021 | | |

About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities are:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our three organisational values underpin all work undertaken by EMPHN and our employees:

- Integrity** We speak the truth and operate with trust, respect, inclusion and professionalism
- Working together** We foster partnerships by being inclusive and interacting as one team to achieve shared outcomes
- Courage** We are agile, flexible and innovative in leading transformational change, and achieving our vision and mission

Purpose of Position

The role of the Program Officer, Mental Health & AOD is to work on a range of mental health, AOD and suicide prevention initiatives showing strong stakeholder engagement. In partnership with MH & AOD Managers, the role will commission integrated services and other initiatives that are responsive to local needs, working across all aspects of the process including project initiation, co-design, procurement and contract management.

The Program Officer will work across a variety of portfolios within the Mental health and AOD Directorate.

Key Relationships and Stakeholders

- Consumers, families/carers and the community within the EMPHN catchment
- General Practitioners within the EMPHN catchment
- Organisations commissioned by EMPHN to deliver mental health, AOD and suicide prevention services, and their employees
- Tertiary Health Services
- Other stakeholders and organisations located within the EMPHN catchment and surrounding suburbs

Position Description

- Mental Health & AOD Directorate Staff, including Executive Director; Manager, System Redesign & Service Transition; Mental Health & AOD Managers
- EMPHN staff across the organisation

Accountabilities

Stakeholder & Relationship Management

- Support the implementation of the Annual Work Plan for allocated portfolios, to deliver on the agreed outcomes for consumers with Mental Health, AOD and suicide prevention needs.
- Identify, engage and partner with internal and external stakeholders, including consumers and carers, including coordination of meetings and workshops/forums where necessary.
- Work with EMPHN staff and stakeholders to promote and advocate for mental health, AOD and suicide prevention consumers across the catchment.

Improvement & Innovation

- Follow EMPHN's commissioning framework and documentation to facilitate and deliver system redesign and service transition within the areas of mental health, AOD and suicide prevention.
- Use co-design principles and stakeholder consultation when working on initiatives within portfolios.
- Consider and monitor scope, timelines, quality, risk and performance for mental health, AOD and suicide prevention initiatives.
- Develop resources for a range of stakeholders for mental health, AOD and suicide prevention portfolios
- Apply sound administrative skills and maintain all records to ensure all administrative aspects of the portfolios are met.
- Track, document and communicate performance, deliverables and outcomes of initiatives within allocated portfolios.
- In partnership with MH & AOD Managers, prepare high quality reports and project briefs.
- Support monitoring of quality and safety of the MH, AOD and suicide prevention service provision/initiatives and proactively identify risks to the provision of health services/initiatives.
- Undertake or participate in other PHN duties as required and work with the MH and AOD Manager to ensure the PHN meets all required KPIs on time and within budget.
- Establish and maintain continuous improvement processes within allocated portfolios.

Procurement & Contract Management

- Ensure procurement and contract management of services/initiatives associated within allocated portfolios are undertaken in accordance with EMPHN policies and procedures.
- Support the management of contracts, including monitoring contract requirements and engaging with contracted providers.
- Provide support for stakeholders regarding EMPHN's client information management systems.
- Provide support for invoicing and payments.

Team

- Work collaboratively across the Mental Health and AOD Directorate as required and complete other duties as requested.
- Be a flexible and resilient team member, working to support collaboration and integration within the workplace.
- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organisational and stakeholder meetings as required.

Position Description

Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures.
- Work in a manner which upholds EMPHN Values of ***Integrity, Working Together, and Courage***.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

Health and Safety

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

Qualifications

- Relevant qualifications in health care or related field.
- Relevant tertiary qualifications in a mental health or community services related discipline.

Knowledge, Skills & Experience

Communication and Interpersonal Skills

- Well-developed interpersonal skills and an ability to form effective professional relationships and networks with a broad range of geographically dispersed stakeholders at all levels.
- Strong written and verbal communication skills and the ability to prepare quality reports and submissions
- Strong problem solving skills.
- Self-motivated with the ability to work independently and as part of a team to deliver portfolio and cross portfolio outcomes aligned to broader directorate goals.

Commissioning and Project Management

- An understanding of co-design principles and/or commissioning.
- Experience in data analysis and the ability to identify the key factors needed to enhance service delivery.
- Demonstrated experience in project management and administration.
- Experience using client information management systems.

Health Sector Knowledge

- Demonstrated experience in health/community services.
- Demonstrated experience and understanding of the Victorian health system, mental health, AOD and/or suicide prevention system and/or current health policy challenges and reform directions.
- Demonstrated understanding of medical and psychosocial models of health and individual recovery principles.