

Position Description

Position Title	Program Facilitator – Mental Health and AOD
Reports To	Program Manager – MH &AOD
Business Unit	Operations, Programs
EMPHN Classification	Band 3, Part Time (3 days)

EMPHN Strategic Priorities and Organisational Values

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 organisational values underpin the work we do.



Purpose of Position

The Program Facilitator is responsible for supporting the oversight of specific programs, projects, or other key areas of work, to deliver identified outcomes across the EMPHN catchment.

This role utilises expertise, collaboration and initiative, along with stakeholder management skills to deliver outcomes in line with the EMPHN strategy, transformation agenda and business plan.

The focus areas of the Program Facilitator role will be across the portfolio of Mental Health Alcohol and Other Drugs and Suicide Prevention, with other areas of support potentially including Chronic and Complex Conditions, General Practice, Digital Health, and Aboriginal & Torres Strait Islander Health and Wellbeing.

The facilitator will be involved in supporting program managers to oversee program delivery and work with commissioned service providers to meet consumer or system needs as per the contract and funding requirements. They may also support key priorities across EMPHN by driving change, facilitating integration, identifying potential areas for improvement, and participating in cross functional teams, to ensure all aspects of planning, design and evaluation are integrated with program delivery.

Key Relationships and Stakeholders

Internal

- Program Management Team
- Various teams across EMPHN
- EMPHN employees and contractors

External

- People with lived experience, consumers and carers
- Commissioned Service Providers/Contractors
- Formal Collaboratives/Alliances
- EMPHN Clinical Council & Community Advisory Committee
- Local Health Networks (LHN's) and Community Health Services
- Primary care providers (General Practice) and Health Professionals
- Victorian and Tasmanian PHN alliance (VTPHNA)
- Government and Community Stakeholders

Position Description

Key Accountabilities

Program Facilitator Core Duties

- Track, review and store contracted deliverables (including work plans, budgets and financial acquittals) from commissioned providers and the execution of associated payments, in line with contract requirements.
- Participate in the review and analysis of provider performance reports to enable targeted and relevant contract management conversations with providers.
- Organise individual contract management meetings with providers on a periodic basis to discuss contract performance and provide input and administrative support to these meetings.
- Participate in internal and external network meetings and working groups to provide input and administrative support.
- Facilitate the review and revision of provider reporting templates as required, in consultation with Contract Manager.

Contract Management Support

- Participate in the periodic review of provider performance data and collaborate with Contract Manager to develop the associated internal and external performance reports.
- Provide timely and accurate information, reports and advice on issues relating to performance, governance and risk.
- Collaborate with Contract Manager, EMPHN data team and providers to review and resolve issues on data integrity.
- Provide timely updates to Contract Manager, to facilitate decision making, risk management and long-term planning.
- Support the maintenance of quality assurance systems to ensure that consistency and quality are achieved.
- Maintain accurate records in EMPHN's systems including CRM, CLM and Tickit.
- Assist in identifying any regulatory and / or government reporting requirements that impact the commissioned program(s).
- Support providers to develop program budgets and work plans that inform the program of work.
- Contribute to risk identification and management consistent with EMPHN's Clinical Governance policies and procedures.
- Timely and accurate reporting to relevant managers and key internal and external stakeholders as required.
- Participate in the development, continuous improvement, and evaluation of commissioned programs.

Individual Leadership

- Role model the desired culture, consistent with EMPHN's values and behaviors, including displaying a positive approach to health & safety, diversity, inclusion and wellbeing.
- Drive outcomes in the delegated programs / areas of focus, ensuring alignment with other programs of work at EMPHN, to maintain effective delivery of planned outcomes.
- Provide leadership, coaching and mentoring to relevant stakeholders regarding skill sets and/or areas of specialisation.
- Role model practices that comply with relevant regulatory and legislative requirements, whilst complying with EMPHN's policies, procedures and systems.
- Be a strong advocate for improved consumer and provider experience, health outcomes, and value for money.
- Support optimum team performance through individual leadership, engagement and ongoing learning.
- Be responsible for funds as allocated to the relevant programs/projects engaged in.

Stakeholder Engagement and Relationship Management

- Drive effective relationships and communications ensuring EMPHN remains a trusted advisor to stakeholders.
- Foster strong relationships and partnerships between EMPHN and local communities, health professionals, health care service providers, consumers, and consumer groups.
- Effectively promote and develop EMPHN's identity with all stakeholders, including local and regional health organisations and the broader community.
- Engage in a team-based approach using informed and timely cross team communication to contribute to outcomes and maintain continuous improvement.

Innovation and Improvement

- Within the context of EMPHN's business plan, identify priority areas and improvement opportunities at a program level.
- Utilise community and stakeholder data to identify areas for improvement, build relationships, inform strategy, and improve health outcomes.
- Support evaluation and continuous improvement practices across identified programs/focus areas, incorporating the use of evidence and research.
- Contribute to the development of program performance indicators and targets.
- Work with EMPHN teams across the commissioning cycle to provide material input into needs assessments, solution design, procurement and evaluation.

Position Description

Qualifications

- Relevant tertiary qualifications in health or related discipline are preferred.

Key Capabilities, Skills and Experience

- Relevant knowledge and experience of the health sector, including Alcohol and other Drugs, Mental Health, Suicide Prevention, the Tertiary / Community/ Primary Care interface, and the service system pathways.
- Experience overseeing program / contract delivery in an acute, primary care, community health environment or similar health service.
- An understanding of the models of care operating within the health sector.
- Proven experience as a cross-team contributor within a health focused organisation.
- Demonstrated project management experience working cross functionally to improve quality and outcomes.
- Significant demonstrable experience in coordinating successful multi-stakeholder projects or programs, including the ability to work effectively under pressure, to ensure program outcomes are achieved.
- Demonstrated analytical, data analysis and problem-solving skills.
- Intermediate level abilities in the use of IT systems and Microsoft Office products, particularly Word and Excel.
- Strong written and verbal communication skills and the ability to gain the support and cooperation of others.

Approval and Review

Approved by	Dinah Rowe-Roberts, Chief Operating Officer	Date:	5 April 2024
Signature			
Next Review Date	April 2025		