


Position Description

Position	Performance & Outcome Manager	 <p>phn EASTERN MELBOURNE An Australian Government Initiative</p>
Business Area	Strategy and Outcomes	
Reports to	Executive Director – Strategy and Outcomes	
Location	Box Hill	
Direct Reports	4	
Version and Date	V.1 May 2017	

The EMPHN Board have endorsed the following principles which will guide the development and implementation of its business model:

EMPHN will:

- Address health gaps and inequalities;
- Enhance primary care;
- Leverage digital health, data and technology;
- Work in partnership to enable an integrated service system; and
- Operate as a high performing organisation.

Our Values:

Leadership We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in improving health care.

Understanding We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.

Collaboration We enable those who touch the system to design the system through sharing knowledge, evidence, experience and expertise. We work together across teams for shared outcomes.

Outcomes We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste.

Primary Purpose of Job

The Manager, Performance and Outcome is a key resource in ensuring Eastern Melbourne PHN is an organisation which uses a full range of evidence to set clear priorities and allocate resources to develop, improve and commission primary health care services. The incumbent will require strong strategic and analytical skills to disseminate and guide the organisation with plans for improvement and integration of primary care in the eastern Melbourne Region.

The role will support the Executive Director, Strategy and Outcomes to drive excellence in the performance and quality of commissioned services across the region. The role will be responsible for ensuring analysis that supports strategy and priority setting and lead a team responsible for the identification, interpretation, analysis and dissemination of reliable health-based data, health system performance information and General Practice data, to

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inform population health and service needs assessment, local priority setting and the management of appropriate commissioned service responses and improvement initiatives.

A proactive approach will be required to ensure accurate quality reporting, horizon scanning and performance improvement. The role will provide operational support, management information and analytical expertise to ensure that performance and necessary improvement actions are monitored and driven forward.

Core Competencies/Key Selection Criteria

Qualifications/Technical Expertise

- A tertiary degree and/or relevant post graduate qualification in health planning, population health, health sciences or equivalent
- Previous experience in health-related service planning and analysis, data management applied to population needs assessment, and evaluation
- Understanding of improvement and change methodologies
- Demonstrated ability to prepare technical, descriptive and analytical written reports within specified timeframes.
- High level relationship management skills and the capacity to deal with external stakeholders.
- Demonstrated knowledge of the primary health system in Australia, including its interaction with the acute care sector, as well as the challenges and opportunities.
- Experience undertaking evaluation

Personal Qualities

- Excellent oral and written communication skills.
- Integrity, judgement and maturity to ensure matters of a confidential or sensitive nature are handled appropriately.

Experience

- Previous experience in the identification, interpretation and analysis of health-related data, health planning and program/service evaluation.
- Previous experience in a similar role
- Previous experience in leading and managing teams
- Current Victorian Drivers Licence

Desirable

- Experience of population health based commissioning.
- Experience in working for a not-for-profit-organisation.
- Experience in people management.

Key Accountabilities

- Enhance the capacity of the PHN to use relevant data and evidence in health service planning and commissioning, through the development, application and effective use of health management systems and technology.
- Leverage the entire body of available data to support service planning and commissioning, outcomes assessment, evidence-based care assessment, and evaluation.

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- Champion the development of an information culture that drives continuous health system improvement across the PHN and its providers as an enabler for safe and effective care. This role will be key to leading the development of the Population Health intelligence capacity within the PHN and across the region as a focus on whole of system improvement.
- Build capacity of staff to identify and analyse data and integrate information on the population, providers, care processes and access, appropriate to their role and function.
- Coordinate and integrate, as required, data collection, collation and analysis for program/service evaluation and research, including the innovative use of GP practice-level data for population health planning and service improvement initiatives.
- Develop partnerships with Local Health Services, universities, government agencies and other key stakeholders with a particular focus on population health, primary health care service development and improvement, evaluation and research.
- Advise the Executive and staff on:
 - appropriate data collection and analysis methodology for local KPI setting, performance reporting, organisational service evaluation and research.
 - suitability of organisational research activities including research aims, methods and rationale, consistent with EMPHN strategic and business objectives
- Oversee and ensure that all reporting requirements related to Head of Funding Agreement and contractual obligations are met in a timely manner.

Leadership and management:

- As part of the leadership team, actively contribute to broader organisational issues and ensure that a Performance and Planning perspective is provided on important matters.
- To carry overall management responsibility for the staff within the Performance and Planning team.
- Ensure that the Performance and Planning team adheres to organisational behaviours and values
- As manager exhibit desired values and behaviours.
- Other duties as requested.

Expectations of All Staff

All staff within the EMPHN are expected to:

- comply with all of the EMPHN policies and procedures.
- comply with all occupational health and safety legislation and regulation.
- comply with all other Commonwealth and State legislation relevant to the organisation.
- work in a collaborative fashion with GPs, practice staff and stakeholders.
- uphold and enhance the reputation of the EMPHN.
- maintain the highest level of integrity in the conduct of the EMPHN business.
- maintain strict confidentiality while employed by the Division, and at all times thereafter, as to the organisation's membership list, data, operating procedures, and financial information.