

Position Description

Position Title:	Program Officer		
Reports to	Mental Health Manager		
Directorate:	Mental Health & AOD		
Business Unit	Mental Health & AOD		
Number of Direct Reports	0	Budget Responsibilities	0
EMPHN Classification	Band 3		

Reviewed by:	Megan McCreadie	Date:	30/01/2018
Approved by:	Emma Newton	Date:	30/01/2018

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 four organisational values will underpin all work undertaken by EMPHN and our employees.



Leadership	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
Understanding	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
Outcomes	<i>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</i>
Collaboration	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

Purpose of Position

The primary purpose of the position is to work collaboratively with service providers within the EMPHN catchment to support enhanced delivery of Mental Health (MH) and Alcohol and Other Drug (AOD) programs and to support the commissioning of MH and AOD services by providing essential coordination support to the MH and AOD managers

Key Relationships and Stakeholders

- EMPHN employees, including Senior Managers, Executive, CEO.
- Mental Health Service providers

Accountabilities

- Work with participating services in the EMPHN catchment to support enhanced delivery of MH and AOD programs.
- Actively manage contracts, monitoring contract requirements and engaging with contract providers.

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- Actively assist in the preparation of activity work plans, program reports, budgets and other deliverables, contractually required by the Department, drawing on the broader mental health service providers and other structures as required.
- Support monitoring quality of the MH and AOD service provision and proactively identify risks to the provision of health services.
- Work collaboratively with the MH and AOD stakeholders and contracted service providers to support the delivery of MH and AOD services within the Region.
- Within the Mental Health team, work to align initiatives with the mental health stepped care model.
- Identify system improvement opportunities and assist with designing an effective program response and implement in collaboration with service providers.
- Oversee EMPHN's client information management system and payments
- Work towards the achievement of organisational and program aims and objectives in accordance with the philosophy, policies and procedures of the organisation.
- Undertake or participate in other PHN duties as required and work with the manager to ensure the PHN meets all required KPIs on time and within budget.
- Data analysis and consolidation for reporting and evaluation: examples include, monitor and evaluate programs, report on patient demographics, and facilitate payment to contracted providers.

Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

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 **Leadership, Collaboration, Outcomes** and **Understanding**.
- 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 mental health, or AOD, or related fields

Knowledge, Skills & Experience

- Demonstrated understanding of medical and psychosocial models of health.
- Demonstrated experience working with health professionals within the primary health sector
- Relevant experience in program support in primary health service settings
- Good knowledge of the Australian health service system, particularly in primary health.
- Experience using client information management systems
- A demonstrated commitment to the promotion of high quality Recovery Orientated service provision.
- Interest in health system reform including commissioning, procurement processes and contract management
- Ability to work independently and as part of a team

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- Good relationship skills and a persona which models the organisation's values
- Experience in stakeholder management either in community mental health services or community-based alcohol and other drug services is highly desirable