

Position Description

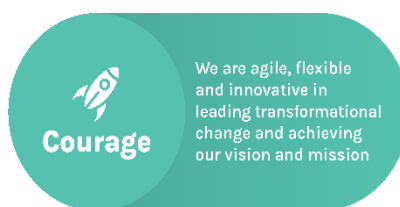
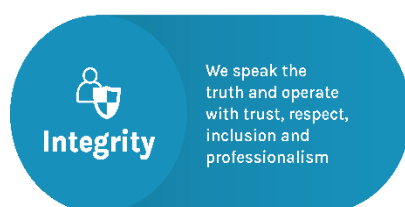
Position Title	Contract Management Specialist
Reports To	Finance Manager
Business Unit	Corporate Services
EMPHN Classification	Band 4, Full Time

About EMPHN

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

- **Drive equitable access and outcomes for communities**
- **Connect our partners and communities to enable integration and change**
- **Leverage insights to improve outcomes, drive value and demonstrate impact**

Our organisational values underpin the work we do.



Purpose of Position

The Contract Management Specialist reports to the Finance and Risk Manager and provides specialist contract management advice to the commissioning and program management teams across the organisation. The specialist is responsible for improving the effective and meaningful collaboration with the relevant teams to ensure contracts are signed off correctly and the ongoing follow through of contract management is ensured.

The specialist will ensure collaboration with the design, commissioning and program delivery teams to manage contract signoffs, contract onboarding, contract storage and version control, invoice payment management, provider performance, program reporting, monthly KPI checking, program level risk management, understanding of provider contract management issues, ensure clinical governance sign up, along with feeding changes into Activity Work Plans (AWP's).

The specialist will provide robust and timely contract management and advice, guidance and specialist service to the commissioning, delivery and evaluation teams across the organisation. The Contract Specialist is responsible for the improvement and management of contracts at a micro level across the respective programs, whilst partnering with relevant program teams to support and uplift the contract management effectiveness across the organisation.

Key Relationships and Stakeholders

Internal

- Executive Leadership Team
- Relevant EMPHN managers and Leaders
- Relevant teams across the organisation
- Employees and contractors

External

- Providers, Auditors, Stakeholders
- Government Departments and Regulatory Bodies
- Relevant Financial Organisations

Key Accountabilities

Contract Management

- In collaboration with the Programs teams and the Finance and Risk Manager, set the agreed contract management requirements as part of the annual cycle.
- Identify and deliver on strategies and improvements on program contract management, to maximise quality and efficiency and ensure outcomes are aligned to the operational and strategic direction of the organisation.
- Contract onboarding is managed effectively, including contract requirements and outcomes are incorporated.
- Program level risk management is put in place and maintained across the life of the program.

Position Description

- Lead and effectively manage elements such as contract approvals, attestations and insurances, AWP, invoice payments documentation, CRM data management and version control.
- Drive contract management requirements to support the business in decision making and ongoing program delivery.
- Identify when performance management is required and work with program teams to manage effectively.
- Manages process and required documentation regarding any contract penalties or other performance management process across the life of the contract.
- Collaborating with program design and program reporting functions to delivery on program cycle end to end.
- Collaborating on budgets and financial commitments across the program's lifecycle, including carry forwards.
- Ensure all contracts are managed and delivered consistent with the recent Value for Money framework.
- Ensure contract management reporting across the organisation for respective contracts being managed.
- Program meetings both internal and external are attended and action points attended to progressively.
- Lead effective data quality assurance management across the life of the contract.
- Check monthly key performance indicators and take appropriate action to ensure delivery of these is maintained.
- Enact recommendations (including relevant documentation, financial management etc) of withholding contract funds.
- Ensure hoc questions on contracts effectively managed through to resolution.

Program Management

- Support internal program meetings across the relevant Portfolios as required for relevant programs across EMPHN.
- Support and attend program meetings with providers with the view of managing key programs and accounts.
- Check monthly KPIs against performance, based on contract(s), for relevant programs across the Portfolios.
- Drive the process of program level reporting through the provision of contract performance input to relevant programs.
- Support required evaluations and the monitoring process across relevant programs.
- Manage risk documentation against organisational processes relating to risk management at a program level.
- Provide recommendations from contract KPI perspective on KPI structures and targets on all relevant programs.
- Ensure a deep understanding of provider issues at a contractual level for all relevant programs.

Strategy and Design

- Actively provide contract related data into the relevant portfolio planning process.
- Support the Program team(s) through by effectively mapping out deed objectives to Programs.
- Collaborate with the design team to ensure contract management requirements are met.
- Support the Program team(s) to meet deed objectives and in turn management of deliverables against contract.
- Support the Program Team(s) with the overall relevant portfolio performance management process.
- Identify innovative, pragmatic and forward-thinking solutions to complex contract requirements.

Financial Management and Reporting

- Provide finance system data oversight and linkages to the deed budgeting process and deliverables.
- Provide finance system data oversight and linkages to portfolio budget management (e.g.: commitment and carry forwards).
- Provide finance system data oversight and linkages on program budget elements (e.g.: planning and carry forwards).
- Actively work with relevant stakeholders across the organisation to identify and drive value for money opportunities.
- Ensure invoice payments are made in full and on time.
- Support input of content related to contract data on AWP content for relevant programs.
- Support input of content related to contract data on the development of DoHAC annual content reporting.
- Lead data collection and process relating to quarterly Board and Executive Leadership Team reporting as required.
- Lead data collection for program level reporting and use of content of reporting for relevant programs.

Position Description

Business Improvement and Innovation

- Identify opportunities for innovation and continuous improvement to strengthen the team's position and delivery.
- Actively participate in preventing, responding to and reporting information security threats or incidents.
- Ensure awareness of EMPHN's quality and information security objectives and what is needed to comply with the Quality Management System (QMS) and Information Security Management System (ISMS) and ISO Standards.
- Uphold and safeguard information security and quality processes and outputs.
- Contribute to opportunities for innovation and continuous improvement in line with ISO standards, QMS and ISMS.
- Contribute to quality improvement and risk mitigation strategies consistent with policies and procedures.
- Ensure compliance with policies, procedures and systems relevant to the function and/or team.

Individual Leadership

- 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.
- Enhance EMPHN's culture through modelling standards of behaviour consistent with EMPHN's values and enable a culture of high performance.
- Display personal leadership through role modelling and delivery of work practices that comply with relevant regulatory and legislative requirements, in line with policy, procedures and systems to deliver on outcomes.
- Enable optimum performance across EMPHN through individual leadership, collaboration, team engagement and ongoing learning.
- Provide high quality, clear, concise, and credible information to support and guide individuals, teams, stakeholders and partners of EMPHN.
- Display attributes including a positive can-do attitude, integrity, collaborative ways of working, motivation, and courage.

Stakeholder Engagement and Relationship Management

- Drive effective relationships and communications ensuring you remain a trusted partner to people across EMPHN.
- Ensure effective and strong relationships with internal and external stakeholders in a manner consistent with EMPHN values and that supports achievement of EMPHN's strategy.
- Provide guidance and direction to delivering on business priorities and operational goals in an innovative manner and ensuring you partner in a highly effective, customer-focused and responsive manner.
- Develop rapport with new stakeholders quickly, build and sustain positive and effective relationships.

Qualifications

- Tertiary qualification in Commerce, Procurement, Business or related discipline is mandatory.
- Related post graduate qualifications are desirable.

Knowledge, Skills and Experience

- Experience in contract management across a multidisciplinary organisation, preferably in the health sector.
- Highly developed contract management capability in managing contracts to meet program outcomes.
- Strong understanding of contract management techniques, including commercial requirements.
- Strong financial acumen, commercial, analytical and problem-solving skills.
- Understanding and commitment to ISO 9001 and ISO 27001 Quality Management System requirements.
- Demonstrable experience and accountability in working with successful multi-stakeholder projects, including an ability to work effectively under pressure to ensure outcomes are achieved.
- Demonstrated capability in planning, implementing and evaluating to meet organisational outcomes.
- Anticipate, identify and address issues and potential problems and select the most effective solutions as required.
- Proven organisational skills, including priority setting, pursuing tasks to completion and achieving targets within deadlines.
- Developed interpersonal and relationship management skills including a positive attitude, emotional intelligence, collaboration, decision making, networking, motivation, teamwork, collaboration, negotiation.

Position Description

- Strong verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively.
- Display resilience and courage by raising and working through challenging issues and seek alternatives.
- Ability to be agile and flexible in approach to work with a continuous improvement mindset.
- Understand and use available technologies to maximise efficiencies and effectiveness, including relevant IT systems.

APPROVAL			
Rita Davis	Finance Manager	Date:	1 January 2025