

Position Description

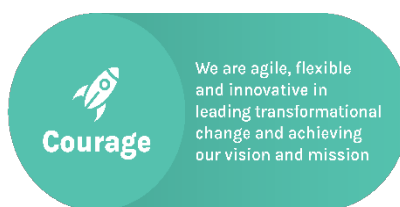
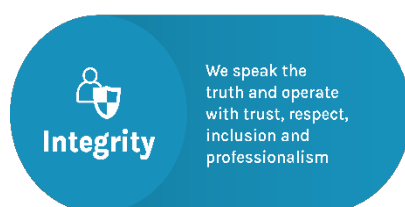
Position Title	Senior Program Officer – Health Systems Improvement
Reports To	Senior Manager – Health Systems Improvement
Business Unit	Strategy and Service Design
EMPHN Classification	Band 4, Full Time

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 Senior Program Officer – Health Systems Improvement (SPO) supports the Senior Manager with the Health Systems Improvement (HSI) strategy and direction to drive the development of innovative services across the HSI Portfolio.

The SPO supports a range of strategies and activities that deliver health system improvement for people in the eastern and northeastern areas of Melbourne. The SPO will support, drive and develop strategically important innovative services that will enable EMPHN to be leaders in the PHN space and will support relevant health needs assessments to ascertain the key needs and gaps in the EMPHN catchment. The SPO will collaborate with relevant internal and external stakeholders in order to lead as well as support relevant programs and activities across the HSI Portfolio of EMPHN.

Key Relationships and Stakeholders

Internal

- Executive Leadership Team
- Relevant EMPHN managers and Leaders
- Name of Teams
- Employees and contractors

External

- Providers, Auditors, Stakeholders
- Government Departments
- Providers
- Legal consultants

Key Accountabilities

Strategy and Design

- Collaborate with the design and other teams and ensure completion of health needs assessment, research and design activities relating to program and system level issues.
- Ability to read and interpret health data so as to generate understanding and insight.
- Stay abreast of changes in the environment and how these might translate into HSI opportunities.
- Identify innovative, pragmatic and forward-thinking solutions to complex mental health problems.
- Provide practical and material support to the Manager with HSI portfolio strategy and direction to drive the development of innovative services across the HSI Portfolio.
- Actively provide desktop research and other relevant support into the HSI portfolio planning process.
- Support activities through a deep practical understanding of provider issues at a thematic level (e.g.: workforce).
- Support activities to meet deed objectives and in turn management of deliverables against objectives.

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- Support the Manager with the overall HSI Portfolio performance management process.

Contract Management

- Support the onboarding of providers, ensuring requirements are managed end to end and EMHN elements are included.
- Work with contract specialists to enable strong contract management, including contract sign offs, completion of cover sheet(s) etc.
- Provide recommendations regarding the withholding of funds relating to the relevant contracts across the HSI Portfolio.
- Collaborate on contract structure through the provision of accurate and timely advice on program applicability.
- Support the collaboration process with the contract specialists, design and reporting functions across EMPHN to ensure contract management is appropriately supported for the HSI portfolio.
- Understand and support the management of the clinical governance framework for the HSI portfolio across EMPHN.
- Support the Manager and programs teams with ad hoc support, questions and advice on relevant contracts.
- Utilisation of CRM data to effectively manage key accounts across the HSI Portfolio.

Program Management

- Lead internal program meetings across the HSI Portfolio as required for relevant programs across EMPHN.
- Lead program meetings with providers with the view of managing key programs and accounts across the HSI Portfolio.
- Monitor monthly KPIs against performance for relevant programs across the HSI Portfolio.
- Provide recommendations and context perspective on performance management requirements for relevant HSI programs.
- Operate as contact point for relevant provider performance management issues across relevant programs.
- Collaborate on program level reporting through the provision of contextual performance input.
- Support required evaluations and lead the monitoring process across relevant programs in the HSI Portfolio.
- Input into the collaboration of program logic by way of suitability of needs, outcomes and of relevant programs.
- Review and support the risk management process at a program level, ensuring the end-to-end process is delivered.
- Understanding the model of care across the HSI Portfolio, including care context, guidelines and clinician barriers.
- Collaborate on KPI structures and targets ensuring recommendations are provided from a context perspective.
- Ensure a deep understanding of provider issues at a contact level across the HSI Portfolio.

Financial Management and Reporting

- Support the development of AWP content for relevant programs, including annual updates, changes through the year and new AWP's with new funding.
- Support the development of DoHAC annual content reporting for relevant programs across the HSI Portfolio.
- Provide input into quarterly Board and Executive Leadership Team reporting as required by the Manager.
- Provide input into program level reporting and use of content of reporting for relevant programs across the HSI Portfolio.
- Manage relevant timelines across the function, including team performance, KPIs and budgets.
- Effectively oversee cross-functional teams focused on strengths-based management.
- Role model EMPHN's values and behaviours, including a practical and positive approach to health, safety, diversity, inclusion, wellbeing, and environment.
- Work collaboratively across the business, recognising that good programs are only such with great teams.
- Seek to improve (yourself, your portfolio, your processes), recognising that healthcare requires an improvement culture.

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

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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 health or related discipline is mandatory.
- Post graduate qualifications are desirable.

Knowledge, Skills and Experience

- 7+ years working in primary health care sector focusing on mental health programs, design and/or clinical leadership.
- Understanding various healthcare program methods and processes (e.g. design, research, evaluation).
- Demonstrated experience in delivering programs, as it relates to healthcare utilisation and/or outcomes.
- Demonstrated experience in reviewing evidence to support the development of models of care.
- Proven experience as a contributor to organisational business planning cycles and goals.
- Strong interpersonal skills with a proven ability to support and cooperate with others to further strategic opportunities in health system redesign.
- Experience in collaborating with key stakeholders to enable delivery of organisational priorities to be achieved.
- Demonstrated project management capability involving multiple stakeholders, competing demands and moving timelines.
- Proven ability to analyse issues and effectively bring a solution with a commitment to ongoing quality improvement.
- Developed verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively.
- Ability to be agile and flexible in approach to work with a continuous improvement mindset.
- 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.
- Proven organisational skills, including priority setting, pursuing tasks to completion and achieving targets within

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deadlines.

- Developed interpersonal and relationship management skills including a positive attitude, emotional intelligence, collaboration, decision making, networking, motivation, teamwork, collaboration, negotiation.
- 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

Josh Meyers	Senior Manager – Health Systems Improvement	Date:	1 January 2025
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