

# Position Description



An Australian Government Initiative

## General Information

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<b>Position:</b>	Programs Manager
<b>Purpose:</b>	Provides strategic leadership that facilitates the development, management, procurement, evaluation and improvement of primary health care services to agreed standards, on time and within budget.
<b>Last Reviewed:</b>	18/06/2018

## About the Organisation

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**Strategic Statement:** Building one world class health system for the Gold Coast.

### Strategic Goals:

- Improve coordination of care to ensure patients receive the right care at the right place at the right time
- Increase efficiency and effectiveness of health services for patients particularly those at risk of poor health outcomes
- Engage and support general practice and other stakeholders to facilitate improvements in our local health system.
- Be a high performing efficient and accountable organisation.

### Values:

- Sustainable – Efficient, Effective, Viable
- Collaborative – Partnerships, Integrated, Engaged
- Innovative – Flexible, Pioneering, Evolutionary
- Influential – Visible, Valued, Courageous
- Evidence Based – Research, Documenting, Transparent
- Accountability – Respect, Responsible, Outcomes

## Key Accountabilities

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### Leadership:

- Provide strategic leadership in commissioning including needs assessment, planning, service development, procurement, implementation, review and reporting.
- Provide strategic leadership that builds and sustains relationships with key GCPHN stakeholders.
- Contribute to the leadership and good governance of the Gold Coast Primary Health Network in delivering its strategic objectives.
- Provide a clear sense of strategic direction for staff by translating strategic goals to clear operational performance objectives.
- Operates as a highly effective team leader to achieve the strategic objectives of the organisation and other key performance indicators.

### Project Management:

- Work within quality frameworks to plan, procure, negotiate, implement and evaluate approved projects/programs/services to agreed standards, within budget and with regular reporting and review.
- Develop and implement projects to meet objectives of strategic and operational plans.
- Monitor progress on the achievement of scheduled project milestones, identify and mitigate project risks.

- Write comprehensive plans, proposals, analyses and reports within agreed timeframes.
- Drive significant multiplayer health or community planning initiatives.

### **Relationship Management:**

- Identify common ground internally and externally and work towards collaborative partnerships that achieve mutually beneficial relationships within the health sector.
- Build, develop and sustain partnerships and professional networks with government departments, community groups and other service providers.
- Assess and evaluate local key issues, objectives, strengths and weaknesses to confidently negotiate and facilitate mutually beneficial solutions, to address the needs of the Gold Coast community.
- Develop and maintain strong and collaborative relationships, through community, consumer and service provider engagement, to plan for improved health and wellbeing.
- Represents the organisation on relevant committees, advisory groups and at events, as they relate to the role and organisational objectives.

### **Communication:**

- Engage and consult with government, non-government and private providers (including relevant advisory groups) on the development of integrated service delivery options.

### **Quality Improvement:**

- Research and critically analyse complex issues in human service delivery, enabling effective planning, development and management of complex projects, to achieve quality outcomes.
- Identify opportunities and contribute to continuous improvement in the health setting, within the team environment and own self.
- Contributes to the pursuit of excellence through promoting and maintaining team spirit and abiding by the Gold Coast Primary Health Network Code of Conduct, Organisational Values and implementing all policies and procedures correctly.

### **Knowledge and Information:**

- Maintain a high level of knowledge about the health needs of the community, particularly primary health and/or human services.
- Maintain a level of knowledge of other services that link with having an effect on primary health care services e.g. acute health services.
- Maintain a high level of knowledge about commissioning with a commitment to build health sector and organizational capacity and understanding.

### **Management:**

- Manage and motivate team members to achieve quality outcomes.
- Monitor, delegate and be responsive to changing workloads within the team.
- Develop budgets within identified targets and operate within allocated budget
- Provision of operational oversight including leadership, mentoring, and support to GCPHN staff within a multidisciplinary team and external stakeholders. .
- Manage contracts for approved programs including procurement where required
- Monitor, evaluate and report on the performance of service providers in meeting specified contractual outcomes and make recommendations for changes as necessary

### **Work Health & Safety:**

- Contribute to maintaining a safe workplace and culture
- Be aware and work within the requirements of the Work Health and Safety Act 2011.

## Capabilities for the Role

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Within the context of the responsibilities described above, the ideal applicant will be someone who:

**Supports strategic direction** - *Anticipates, analyses and manages emerging issues to optimise performance. Leads in developing innovative solutions to complex problems.*

**Achieves results** - *Effectively manages and leads team and organisational work deliverables. Role models collaborative behaviour and displays a strong work ethic and resilience.*

**Builds productive relationships** - *Builds and sustains relationships and trust with internal stakeholders and a broad network of external stakeholders to achieve mutually beneficial outcomes.*

**Display personal drive and integrity** - *Role models judgement, initiative and professionalism and encourages these standards in others. Proactively develops themselves and others.*

**Communicates with influence** - *Communicates complex information in a clear, articulate and compelling manner to engage and influence internal and external stakeholders.*

## Selection Criteria

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### Essential:

- Ability to plan and provide strategic leadership both within a multi-disciplinary team and more broadly across a complex human service delivery environment.
- Highly developed project management skills in order to plan, lead and manage complex projects simultaneously in a health setting, to a high standard, on time and within budget.
- Demonstrated ability to build effective and productive working relationships with team members, clients, stakeholders and other industry partners to achieve quality outcomes.
- Highly developed interpersonal, communication, influencing, partnering, negotiation and conflict resolution skills, particularly in relation to community and stakeholder engagement within the health sector.
- Demonstrated ability to achieve results in an environment of ongoing health reform and organisational change, to ensure the delivery of high quality outcomes, internally and externally.
- Demonstrated ability to identify opportunities for continuous improvement within the health sector, GCPHN and continually looking for self-improvement and the improvement of team members.

### Highly Desirable:

- Tertiary qualification applicable to a health setting.
- Knowledge and experience of working within government systems such as Quality & Accreditation , Corporate/Clinical Governance systems, Reporting and Operational Risk Management Frameworks and Reporting.
- Self-sufficient in the use of IT – Microsoft Suite (e.g. Word, Excel, PowerPoint)
- Project Management tools

## Reporting Relationships

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**Reports to:** Director of Commissioning

**Direct Reports:** Program Coordinators, Senior Project Officers, Project Officers, Project Support Officers as required.

**Level of Delegation:** This will be in accordance with the Delegation document.

**DOCUMENT CONTROL**

<b>Managed by:</b> Human Resources	<b>Approved by:</b> CEO	<b>Version:</b> 2.0
<b>Next review date:</b> 30/06/2019	<b>Date approved:</b> 18/06/2018	<b>Status:</b> FINAL

**REVISION RECORD**

<b>Date</b>	<b>Version</b>	<b>Revision description</b>
18/06/18	2.0	Reviewed by ELG. Capabilities reflect CLF8. Updated direct reports to align with Organisation Structure. Changes to better reflect knowledge and skills in commissioning.