

Position Title: Program Development Manager, Children and Families

Full Time Equivalent: 1.0 (38 hours per week)

Directorate: Health Systems Integration

Reports to: Director, Person Centred Care

Direct reports: 1

Our Organisation Our Region

ABOUT PHNs

North Western Melbourne Primary Health Network is one of 31 Primary Health Networks (PHNs) across Australia, established by the Commonwealth Government in 1 July 2015. North Western Melbourne PHN is operated by Melbourne Primary Care Network (MPCN), an independent, locally governed and run, not-for-profit organisation dedicated to improving primary health care in our local communities.

The North Western Melbourne PHN catchment covers approximately 3,200 km² across the north western region of Melbourne. By population reach, we are Victoria's largest PHN. The catchment crosses 13 Local Government Areas (LGAs). It is a region of significant cultural and socio-economic diversity, and includes some of the fastest growing and most socio-economically deprived areas in Australia. This includes large numbers of people from non-English speaking backgrounds, as well as humanitarian arrivals, with approximately one third of the region's population being born overseas. Homelessness, housing affordability and rental stress are major issues for the region.

The region also has a complex service system, including: 13 large/specialist hospitals; 11 community health services across multiple sites; more than 1700 GPs across 540 practices; 130 aged care facilities; over 120 mental health and alcohol and drug service providers, and many of Victoria's correctional facilities.

North Western Melbourne PHN is widely recognised as a high performing health organisation. We are one of three national lead sites for the Commonwealth's mental health reform program. We are also the lead agency for a number of health system development programs funded through the Victorian state government, and run in conjunction with the other five Victorian PHNs (Eastern Melbourne, Gippsland, Murray, South East Melbourne, Western Victoria).

North Western Melbourne PHN – a commissioning organisation

Commissioning is an approach we take to address the health needs and health inequities in our region. Commissioning involves the ongoing process of assessing community need, determining desired outcomes, designing and implementing solutions and monitoring the effectiveness of those solutions. Often, but not always, commissioning includes the procurement of services or programs.

Our business and operating model is designed to formalise and strengthen the already well-established and functioning partnerships and alliances across the region. A core remit of the organisation is to improve health outcomes for communities by fostering innovation, leveraging and coordinating existing community and organisational assets, and driving value for money.

We do this by:

- responding to local and national priorities in order to reduce the burden of disease and improve population health outcomes;
- improving quality of care and individual outcomes;
- improving integration and coordination of care across the continuum, and
- creating a sustainable organisation which is well positioned to influence the reform of the health care system and take advantage of new opportunities.



About this role

The Program Development Manager, will lead program development work within the Children and Families sector and more broadly across the Person Centred Care Team. In doing this work the Program Development Manager will work closely with members of the Commissioning Team who have responsibility for an organisation-wide approach to commissioning.

Initially the focus of the role will be on vulnerable families, including a strategic response to family violence. In undertaking this role, the Program Development Manager will work collaboratively with other teams across the organisation and with external partners to effectively align and leverage multiple activities that share the aim of improving the health of children and families in our catchment, particularly those at risk for poor health outcomes.

Key responsibility domains include:

Planning and program development

- Lead the coordination and expansion of the PHN's program development work, initially focussing on the Children and Families area by identifying gap areas and opportunities for the PHN to strengthen and streamline work in this sector.
- Lead program development for this priority area of children and families, including developing insight through engagement with key stakeholders and evidence gathering; planning and implementing procurement and other strategies; monitoring progress and evaluating results; initiating improvements and further work based on findings.
- Proactively seek, collect and share evidence of what works (and what doesn't) to support evidence-informed program development.
- Promote and apply best-practice project management methodologies to ensure timely achievement of deliverables and performance targets.



Stakeholder engagement and relationships management

- Establish and maintain strong and collaborative professional relationships with internal and external stakeholders to facilitate effective engagement, planning, coordination, implementation and evaluation of activities.
- Support the development of and undertake robust and consistent engagement practices to facilitate on-going program development.
- Develop and maintain an understanding of current population health and system issues, as well as knowledge of relevant organisations operating in the NWMPHN region.

Workforce

- Provide management, leadership and development support to direct report/s.
- Contribute to organisational decision making and continuous quality improvement.
- Model and support a positive, collaborative workplace culture.

Contracting, compliance and reporting

- Develop a range of plans, reports and other documents to meet internal requirements and the requirements of the Commonwealth, State and other funders.
- Promote data collection that is relevant, timely, accurate and accessible for planning, monitoring, evaluation/review and reporting purposes.
- Manage the work performed by externally sourced providers (including consultants) to ensure that contractual obligations are met and services are provided in accordance with agreed performance indicators, quality standards, budget and timeframes.

As this is a new position for the organisation, the requirements of the role may change to ensure the needs of the organisation are met. The employee will be required to undertake other duties as directed by the Director, Person Centred Care.

Key selection criteria

Qualifications:

- Tertiary qualifications in Public Health, Health Promotion, Health Service Management, Public Administration, Project Management or a related field.

Skills, Knowledge and Experience:

- Excellent knowledge and understanding of the issues and associated health systems in relation to vulnerable children and families with well-established and productive relationships relevant to the North Western Melbourne region.
- Demonstrated experience in the development and implementation of multi-faceted health improvement strategies.
- Demonstrated experience and understanding of the commissioning process, preferably within the Children and Families sector.
- Demonstrated experience translating evidence-informed approaches into practice.
- Proven ability to lead, motivate and capacity build, to establish priorities and manage competing deadlines for self and direct report/s.

- Influencing and relationship management skills, including the ability to negotiate successful shared outcomes and to effect change in internal and external projects with collaborative arrangements.
- High level written and verbal communication skills and the ability to prepare complex reports and other documents, with attention to detail to ensure that outputs are of a high standard.

Desirable:

- Previous experience in the primary health sector, particularly in the context of service development or project management

Your personal attributes and behaviours

In this role you are expected to demonstrate the following attributes and behaviours:

- *Progressive leadership:* You are a forward thinking and authentic leader who leads by example and empowers staff to create and drive innovation.
- *Commitment to quality:* You honour our organisational vision and mission and constantly strive for excellence in service delivery and advancement.
- *Ethics:* You demonstrate a core commitment to act with fairness, integrity and transparency in serving the best interests of all stakeholders.
- *Professionalism:* You are a dedicated professional who respects and collaborates with others and is fully accountable for your actions.

Additional information and requirements

Current Drivers Licence and Reliable Vehicle

Use of own vehicle may be required. Staff are required to comply with the MPCN Travel Policy which requires comprehensive insurance cover, including for business purposes. Mileage is reimbursed above the current ATO rate to compensate for this.

National Police Records Check

Employment is subject to a satisfactory national police check. This will be undertaken and paid for by the employee.

Performance Evaluation

Performance reviews are conducted annually to assess outcomes against agreed performance indicators and to establish new role and professional development objectives.

Authorised

This position description is current at the date of approval and may be amended in conjunction with the current incumbent, and based on organisational requirements.

Chief Executive Officer

Signed:

Date:

I agree to undertake the role of Program Development Manager Manager, Children and Families as outlined in this position description.

Name:
Signed:

Date:

We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.

T (03) 9347 1188 | **F** (03) 9347 7433 | **E** nwmpnh@nwmpnh.org.au | **W** nwmpnh.org.au
ABN 93 153 323 436 | **Level 1, 369 Royal Parade, Parkville VIC 3052** | **PO Box 139, Parkville VIC 3052**