

Position Description

Position title	Manager, Urgent Care Centres (Commissioning)
Responsible to	Associate Director, Primary Care Development
Responsible for	Nil staff
Location	Wollongong, Fyshwick, Nowra, or Moruya
Salary range	Band 4 - \$109,726 - \$125,400
Conditions	National Employment Standards Employment Contract Company policies and procedures Flexible work practices
Remuneration and benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Probity checks	Reference checks National Criminal Record Check Qualifications/Certifications required for the position Professional registrations and memberships as required for the position
Level of delegation	As outlined in Delegations Policy

Organisational context

COORDINARE is the values led Primary Health Network for South Eastern NSW supporting primary care in the region to be person centred, accessible; equitable; safe and high quality, comprehensive; population orientated; and coordinated across all parts of the health system. COORDINARE provides a unique blend of private and public perspectives and innovative thinking which aims to ultimately transform the health of people in the region.

COORDINARE has adopted a business model that is data-driven, using clinical expertise and consumer feedback, to determine local needs and co-design initiatives that improve health outcomes, achieve better consumer experiences, enhance provider satisfaction, and deliver value for money. Using population health data, working closely with our GP-led Clinical Councils, our Community Advisory Committee and through our strategic alliances with the Local Health Districts, we set clear local priorities as well as identify strategies to implement the national priorities locally.

COORDINARE works at four levels within the health system to achieve person centred care:

- **Involving consumers** in decision-making both at an individual level – around people’s own health, treatments, and illness-management and at an organisational level – around policy development, service design, delivery, and evaluation.
- **Supporting general practice** as the cornerstone of primary care.
- **Working within local communities** to commission services which improve outcomes for at-risk, high needs groups.
- **Building system enablers and designing service improvements** to optimise pathways for patients and coordinate their care.

COORDINARE commissions services, in line with our Commissioning Framework, focusing on those most at risk of poor outcomes, rather than providing services directly. Commissioning involves a strategic approach to purchasing services from providers, using information gathered from our Needs Assessments and analysis of local provider markets. Our approach to commissioning also involves ongoing and collaborative relationships with service providers, working together to design initiatives and ensure that contracted deliverables and quality outcomes are met.

Purpose

COORDINARE is seeking a well-respected and experienced leader to lead the commissioning of Urgent Care Centres, responsible for improving service access and consumer outcomes in the SENSW region.

COORDINARE’s Manager, Urgent Care Centres (Commissioning) works as part of the Primary Care Development team to assess, understand, and respond to the health needs and priorities of the region. An operational role, with excellent engagement and relationship management skills, the Manager, Urgent Care Centres (Commissioning) will collaborate with stakeholders to ensure the urgent care services are meeting the needs of the community. The Manager, Urgent Care Centres (Commissioning) is responsible for guiding, advising, developing, managing risks, and implementing these responses, and works to support all services to comply with national and state agreements and policy. The role will ensure that COORDINARE commissions the right mix of primary and community-based interventions to deliver improved health outcomes for people in our region.

The role will also oversee contract management processes with service providers to meet agreed priorities. Negotiating clear contract expectations, deliverables and working closely with providers to ensure a high level of performance is delivered will be a key function of the role. In addition, the role works to uphold COORDINARE’s positive brand and reputation as a commissioning agency.

Key accountabilities

- Lead a portfolio of commissioned services, steering these through the course of the commissioning lifecycle and supported by evidence-based decision making.
- Commission interventions to improve health outcomes, supporting end to end commissioning processes including conducting needs assessments, stakeholder and community consultation, procurement, contract review and monitoring, performance, and evaluation.

- Lead service development and improvement across South Eastern NSW, facilitating subject matter expertise, and strategically influencing our commissioning actions to result in improved consumer outcomes for the region.
- Develop and implement portfolio strategies that drive a contemporary, consumer-focused approach to deliver on local priorities and relevant national and state health reforms.
- Establish and maintain collaborative and constructive relationships with peers and stakeholders to ensure that local needs are well understood and that feedback on commissioned interventions is continuous.
- Establish and maintain collaborative and constructive relationships with existing and potential service providers to ensure effective, contemporary, appropriate, and safe services are delivered.
- Conduct market analysis to plan and inform regional commissioning intentions.
- Work within governance frameworks including the commissioning and risk management framework to ensure commissioned activities are delivered with high probity and risks and incidents are managed appropriately to deliver high quality, consumer- focused service models.
- Negotiate clear performance requirements with providers, which may include consumer satisfaction, service volumes, both clinical and client-based outcomes, quality indicators and strategies for innovation.
- Monitor and report on performance as well as collaborate with providers to ensure that they are best able to deliver on agreed outcomes.
- Identify and implement strategies required to build capacity of local providers, including supporting and managing providers with performance concerns.
- Prepare regular performance reports for the Executive, Clinical Councils and Community Advisory Committee.

Key relationships

- Internal – Primary Care Development Team; Director Commissioning, Mental Health, Alcohol and other Drugs, Program Managers, executives.
- External – executives, managers, and clinicians of LHDs, local government organisations, and community managed organisations, consumers, and carers.

Key challenges

- Effectively managing change associated with sector reform, including recommendations arising from the National reviews, the productivity commission, and key stakeholders.
- Facilitating change using innovative approaches to meet expectations with available resources.
- Understanding and effectively responding to the market factors and drivers in a region of diversity, where the market differs greatly from metropolitan centres to the relatively isolated rural areas.
- Ensuring equity of access using innovative delivery models.
Supporting commissioned providers to understand and achieve performance requirements.
- Developing and maintaining effective relationships with current and potential service providers particularly during competitive tender processes or when underperformance is an issue.

Key outcomes

- The health needs of the region are understood and priorities for action are defined, commissioning plans reflect strategic intent and are accompanied by appropriate time frames.
- A culture of quality improvement, consumer centeredness, performance monitoring and a focus on improved health outcomes exists with direct reports and with providers.
- Positive, productive, and collaborative relationships with stakeholder's support to achieve better outcomes for consumers.
- Effective commissioning and contract management practices are embedded leading to positive contractual relationships and partnerships.

Selection criteria

1. Relevant tertiary qualifications and significant management experience in planning and/or commissioning of health services in a primary/community setting.
2. Demonstrated experience in senior level negotiation and engaging positively with stakeholders to achieve improved outcomes.
3. Demonstrated experience in negotiating and managing contracts and deliverables, analysing data, and influencing performance.
4. A strong understanding of best practice clinical governance coupled with experience in identifying and managing risk.
5. Highly developed interpersonal, oral, and written communication skills with a strong focus on interpreting and presenting results.
6. Demonstrated ability to effectively lead staff and perform with a high level of initiative and integrity.
7. Demonstrated ability to exercise independent judgment and make decisions whilst working as part of a team and recognising the importance of maintaining open lines of communication and escalating issues as required.
8. Current NSW Driver's licence and access to a comprehensively insured motor vehicle for work-related travel.

Desirable

9. Understanding of procurement, probity, or governance.
10. Understanding of the SENSW PHN region.
11. Understanding of national reforms.

COORDINARE is an equal opportunity employer embracing diversity. We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are sector leaders with excellent benefits, and a hybrid workplace in the beautiful SENSW region.

Successful applicants must have the right to work in Australia, be willing to complete a Criminal Record Check and, due to our purpose and nature of our work, must be able to demonstrate up to date COVID 19 vaccination status or medical exemption.

As the incumbent of this position, I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.

Employee name:	Employee Signature:	Date:
Manager's name:	Manager's signature:	Date:

Please note if this PD is for a new role it will need to be reviewed and approved by the CEO.

Date	Version No.	Author	Approved by	Reason for update
March 2024	1	Director, Commissioning	CEO	Newly created role