



right **care**
right **place**
right **time**

phn
WESTERN NSW
An Australian Government Initiative

Information Pack for Advertised Positions

Thank you for your enquiry. This pack contains:

- information about the role and our organisation,
- guidelines for applying and
- the selection criteria we will be using to select the right candidates.

Senior Administration Officer (Commissioned Services Business Partner)

Location: Dubbo, Orange, Bathurst or Broken Hill

**Full time maximum term contract to 30 June 2025
(with possibility of further extension)**

About us

Western NSW Primary Health Network (WNSW PHN) is one of 31 Primary Health Networks across Australia, established to support frontline health services and increase the efficiency and effectiveness of primary health care.

We are a not-for-profit organisation whose focus is people who are at risk of poor health outcomes and working to improve the coordination of their care, so they receive the right care in the right place at the right time. We work closely with key stakeholders including general practice, other health care providers, Local Health Districts, and the broader community to align services with the health needs of the region.

About this pivotal role:

WNSW PHN is seeking motivated individuals to join a passionate and dedicated team. The key purpose of this role is to work collaboratively with internal and external stakeholders to manage the performance of contracts with providers delivering health services across our region.

Location:

Dubbo, Orange, Bathurst or Broken Hill

Key outcomes of the role:

Compliance Monitoring and Reporting

- Contract deliverables are reviewed and analysed to ensure quality performance, compliance, and drive improvement.

- Contract management risks are identified and reviewed in accordance with organisational policy.

Stakeholder and Relationship Management

- Relationships with key stakeholders are developed and managed to support ongoing engagement and collaboration to meet the objectives of commissioned services contracts.

High Level Administration

- Operational processes that enable management and coordination of commissioned services contracts will be developed, implemented, and monitored in collaboration with key stakeholders.

The kind of person we are looking for will have:

- Experience in the health / business / administration / law (or related disciplines) **OR** relevant tertiary qualification (Cert IV or above) in these fields.
- Experience working with external stakeholder to manage supplier contracts **OR** projects across regional, rural, and remote settings.
- Highly developed interpersonal skills, with a strong customer focus, and significant experience building and maintaining stakeholder relationships.
- Demonstrated organisation and time management skills, with proven ability to deliver high quality outcomes in agreed timeframes.
- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety and an ability to effectively liaise and negotiate in a culturally diverse environment (both internally and externally)
- Demonstrated information communication technology capability and ability to learn new systems quickly.

Previous experience in working with Aboriginal people, organisations, and communities to support the achievement of health outcomes for Aboriginal people would be advantageous.

Benefits:

We pride ourselves on being supportive and flexible and offer a great range of benefits including:

- Generous salary packaging options up to \$18,450 per year
- Professional development allowance and leave
- Family friendly and flexible working arrangements, including Hybrid Work from Home model
- Collaboration with passionate likeminded professionals
- 5 weeks annual leave
- Fitness Passport
- Option to purchase an additional 2 weeks leave or cash out 2 weeks
- Additional leave between the Christmas and New Year period
- 6 weeks paid parental leave
- Free Employment Assistance Program

Remuneration:

\$91,031 p.a. (plus superannuation)

For more information:

For any enquiries, please contact Kate White on 0427 533 078.

How to apply

Please download the Information Package (including Position Description) from the WNSW PHN website: <https://wnswphn.org.au/workwithus>

WNSW PHN is an Equal Employment Opportunity employer. Aboriginal and Torres Strait Islander people are encouraged to apply.

Please do not apply via Seek. Submit your application via: hr@wnswphn.org.au and include:

1. Your resume
2. A cover letter, which addresses the selection criteria in the Position Description.

Applications that do not address the selection criteria will not be considered

APPLICATIONS CLOSE: 9.00am Thursday 16 May 2024.

Selection Criteria

Essential

- A tertiary qualification in health / business / administration / law or related discipline; or equivalent relevant work experience.
- Highly developed interpersonal, communication and negotiation skills with proven capability to build and maintain stakeholder relationships.
- Demonstrated administrative experience and organisational skills and a track-record of taking initiative and meeting timeframes with limited supervision
- Ability to effectively liaise and negotiate in a culturally diverse environment (both internally and externally).
- Demonstrated understanding of Aboriginal culture including a commitment to cultural awareness and safety.
- Demonstrated high-level information communication technology capability and ability to learn new systems quickly.
- Capacity to travel within western NSW; hold a current driver's licence.

Desirable

- Experience in managing supplier contracts and/or health projects across regional, rural, and remote settings.
- Experience working in the health, NGO or community services sectors
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

Position Description

Position Title:	Senior Administration Officer (Commissioned Services Business Partner)
Position Location:	Dubbo, Orange, Bathurst or Broken Hill
Position Reports To:	Team Lead Commissioned Services
Portfolio:	Commissioned Services
Contract Type:	Maximum Term Full-time Contract
Industrial Instrument:	Western Health Alliance Ltd Enterprise Agreement 2021
Position Classification:	Level 3, Grade 3
Delegated Authority:	Nil - As defined in the Delegations Procedure

Position Purpose

The Commissioned Services Business Partner is responsible for the administration and monitoring of commissioned services, managing contracted provider relationships and working with the relevant Portfolio Leads and subject matter experts to ensure commissioned services are delivered as specified in service agreements.

Key Responsibilities:

Compliance Monitoring and Reporting

- Review and monitor work plans, progress reports and contractual compliance updates to ensure commissioned services are delivered as specified in service agreements.
- Ensure compliance with adoption and implementation of the Western NSW Primary Health Network (WNSW PHN) Cultural Safety and Clinical Governance Frameworks.
- Ensure any non-compliance of service agreements are escalated within required timeframes.
- Provide day to day decision making and administration management of a suite of service provider contracts to ensure compliance.
- Gather and analyse information to assist in the analysis of commissioned provider performance reporting to ensure that contract deliverables are met.
- Identify contract management risks, completing and reviewing contract risk management plans in accordance with the risk management policy.

Stakeholder and Relationship Management

- Establish and maintain strong working relationships with service providers incorporating the provision of high-quality responsive customer support to provider inquiries.

- Work closely with the Team Leader - Commissioned Services Contracts Liaison, relevant Portfolio Leads, and subject matter experts to ensure effective communication and processes in place to manage potential provider risks.
- Coordinate and participate in regular service providers meetings.
- Act as the single point of contact for relevant service providers.

High Level Administration

- Maintain strong documentation and record keeping relating to service provider contracts.
- Draft management and board reports as required.
- Coordinate all necessary administrative tasks and complete relevant deliverables with a high level of accuracy and timeliness.
- Ensure all supplier contact is recorded in Contract Management System (Folio) including key issues and decisions.
- Coordinate systems to record the work undertaken. Examples include, use organisation techniques like calendars, day planners, resource management software.
- Provide support and assistance to other initiatives being undertaken where appropriate.

Work Health and Safety

- Take reasonable care of their own health and safety and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply with WNSW PHN policies and procedures relating to health and safety.
- Be aware of individual responsibilities under the relevant Workplace Health and Safety legislation and report as necessary any untoward accident, incident or potentially hazardous environment.

Key Internal Relationships

- All members of the Commissioned Services Team, including,
 - Team Lead Commissioned Services
- All members of the Planning and Engagement Team as required, including:
 - Portfolio Leads
 - Manager Planning and Evaluation
 - Engagement and Digital Media Officer
 - Manager Data.
- All members of Corporate Services and Governance team as required, including:
 - Manager Contracts and Procurement
 - Manager Finance
 - Contracts and Procurement Business Partner
 - Accountant
- All members of the Aboriginal Health and Wellbeing Team

Statement of Organisational Commitment

The WNSW PHN is strategically focused on improving health outcomes for Aboriginal and Torres Strait Islander people living and connected to our region and plays a leadership role in transitioning the primary health care system through the development of culturally safe and aware models of care, ensuring access to quality health care and commissioned services. WNSW PHN recognises Aboriginal people as the original inhabitants of Australia and as the Traditional Custodians of the land. We encourage and promote a culture of diversity within our workforce. To continue to improve the way we work with Aboriginal communities, we encourage recruitment of local Aboriginal and Torres Strait Islander people within the region to add their voice to achieve health goals and priorities for our communities.

General Responsibilities:

- Demonstrate a commitment to [WNSW PHN's vision and values](#).
- Respect confidentiality in line with the Privacy Act 1988 and related policies and procedures.
- Be aware of and adhere to WNSW PHN's policies and procedures.
- Ensure WNSW PHN health literacy principles and practices are known and applied.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend and participate in out-of-hours meetings and functions as required.
- Actively participate in staff development activities.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment utilised in the office.
- Undertake other duties commensurate with the role as required.
- Demonstrate and embed culturally safe practices into all work outputs and the workplace.
- Demonstrate and embed Corporate Social Responsibility in our business operations and interactions with their stakeholders.
- This role is a non-clinical support role and will not involve the diagnosis, treatment or provision of direct patient care of any type.

Competency Framework: (refer to WHAL Competency Framework)

Core Competencies	Role Requirement Level
Analytical Thinking	(2) - Sees basic links: Analyses specific problems or faults. Can rapidly identify and prioritise the key anomalies and/or flaws in logic.
Initiative	(3) - Is decisive and takes accountability in situations that call for prompt direction: Acts quickly and decisively when it is difficult to make a decision, typically has confidence in decision making gained through experience.
Customer Focus	(4) – Delivers best practice customer service: Takes practical steps to add value and improve things for the customer.

Learning Orientation	(2) - Takes initiative to learn beyond the scope of current role: Proactively keeps abreast of new information and developments related to specific expertise, activities and procedures affecting their work area or team.
Results Focus	(2) - Works to achieve a standard of results which are challenging: Strives to complete work or projects ahead of time and under budget (if applicable).
Teamwork and Co-operation	(3) - Values others input: Actively looks for ideas and opinions from others to help form decisions and make plans.
Direction Setting	(1) - Aligns current activities with strategy: Understands the short/midterm strategies of their work area and translates these into priorities within the area (for self and others).
Influencing & Negotiation	(3) - Focuses on areas of interest to influence and adapts approach to fit audience: Understands the knowledge and levels of interest of others and adapts the style or content of approach to suit.
Conceptual Thinking	(1) Uses common-sense to improve current results: Uses practical experiences to identify straight-forward ways to improve team processes and productivity.
Judgement & Decisiveness	(2) - Seeks out additional information to make decisions: Draws on additional information and knowledge within the organisation to make sound technical/operational/business judgements and decisions.
Planning & Co-ordinating	(2) Organises plans and schedules own work, suggests and implements improvements work processes: Plans and coordinates own work flow effectively.

Selection Criteria:

Essential

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Desirable

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- Experience working in the health, NGO or community services sectors
- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.

Special Conditions:

- An understanding and commitment to [Cultural Safety](#) in the workplace.
- Conditions of employment are governed by the industrial instrument specified in the first table, the Fair Work Act 2009, National Employment Standards, Western Health Alliance Limited Employment Contract and WNSW PHN policies and procedures.
- Out of hours work, on evenings and/or weekends, may be required from time to time for which flexible working hours may be negotiated with your Manager.
- Travel, including overnight stays, across the region within the WNSW PHN's boundary may be necessary from time to time. Occasional intrastate and/or interstate travel may also be required.

Appointment Prerequisites:

- Based on our assessments for operating a safe workplace in compliance with our WHS obligations, an inherent requirement of this role is that you will need to provide confirmation and supporting proof that you have been fully vaccinated against COVID-19 or any comparable future virus. This ensures that you, employees and community's safety and wellbeing is at the forefront of our site-based work.
- Verification of eligibility to lawfully work in Australia. You must be an Australian or New Zealand Citizen, a Permanent Resident of Australia or possess a valid Australian Working Visa to be employed by WNSW PHN.
- Certification of tertiary qualifications and professional membership (if applicable to role).
- AHPRA Registration verification (where applicable to role).
- Verification of current NSW Drivers Licence.
- Verification of comprehensively insured motor vehicle (if applicable to role).
- National Police check.
- Working with Children check (if applicable to role).