



Contracts Liaison Officer (2 positions) **Location: Dubbo, Orange, Bathurst, Broken Hill or Bourke**

Thank you for your enquiry.

This Information Pack is designed to inform you about the organisation and the role, identify the selection criteria we will be using to select the right candidates, and explain the application process. If you have any questions about this position after you have read this document, please contact **Casey Macpherson on 0418 137 167**.

The Western NSW Primary Health Network (WNSW PHN) is an independent, not-for-profit organisation funded by the Commonwealth Department of Health and plays a pivotal role in supporting GP General Practice and Primary Health Care services to better meet the health needs of the community and patients. WNSW PHN is an agile and high performing organisation that responds to the identified needs of the community, Commonwealth and State health policy, and the development needs of primary health care providers.

The WNSW PHN works with a range of primary health care oriented councils and clinical service providers to plan and fund programs based on the health needs of the region in order to better connect local health services to meet local health needs.

Position Advertisement

Contracts Liaison Officer (2 positions) **Location: Dubbo, Orange, Bathurst, Broken Hill or Bourke**

Full time maximum term contract to 30 June 2023
(with possibility of further extension)

About Western Health Alliance Ltd (WHAL) trading as Western NSW Primary Health Network (WNSW PHN)

The WNSW PHN is one of 31 Primary Health Networks across Australia established by the Australian Government to support frontline health and wellbeing services. Our focus is to increase the efficiency and effectiveness of primary health care, ensuring people receive the right care in the right place at the right time. To achieve this, we work closely with general practice, Aboriginal Medical Services and other health care providers, Local Health Districts, non-government organisations and the broader community.

The Role

Western NSW Primary Health Network (WNSW PHN) is currently seeking a motivated individual who has a passion for primary healthcare and community wellbeing to join our Commissioned Services team as Contracts Liaison Officer.

The Contracts Liaison Officer is responsible for the administration and monitoring of commissioned services, managing contracted provider relationships and working closely with the relevant Portfolio Leads to ensure commissioned services are delivered as specified in service agreements.

The position can be based in any one of our offices which include Dubbo, Orange, Bathurst, Broken Hill or Bourke.

Benefits to working with WHAL

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
- Supportive team environment
- Collaboration with passionate likeminded professionals
- 5 weeks annual leave
- 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
- Opportunities to be innovative
- Free Employment Assistance Program

How to apply

For an outline of responsibilities, position description, selection criteria and information on how to apply, please refer to the Employment tab in the 'About Us' section of our website www.wnswphn.org.au/about-us/employment

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

Applications should be submitted via email (by the closing date and time) to:
hr@wnswphn.org.au

For enquiries regarding this role, please contact Casey Macpherson (Team Leader – Commissioned Services Contracts Liaison) on 0418 137 167.

PLEASE NOTE:

As part of your application, you must provide a separate statement addressing each of the selection criteria as well as your resume. If you do not provide these two documents, your application will automatically not be accepted.

Applications close 11.59pm 3 May 2021.

Guidelines for Applicants

These guidelines aim to assist you in submitting applications for advertised vacancies with the Western NSW PHN.

Applying for a position

The following may assist you in preparing your application:

- Obtain and carefully read the Information Package for the position of interest.
- Conduct some initial research on the organisation by browsing the website and reading key resources.
- If you need to, seek clarification or additional information on the organisation and/or the position.
- Decide whether you possess, and can demonstrate your skills, experience, knowledge and ability against the selection criteria.
- When addressing the selection criteria, provide examples to demonstrate and substantiate your claims. Examples should outline a situation, identify the action you took and summarise the subsequent result. Keep your response to no more than two pages, plus your Resume/Curriculum Vitae (CV).
- Be aware of the closing date and where and how to lodge your application (for details see below). If, for any reason you cannot submit your application by the closing date, you should ring the contact officer to see if a late application will be accepted.
- If you require any special arrangements (e.g. wheelchair access, hearing or visual aids, etc.) to assist you to attend an interview, please discuss these with the contact officer when the interview is being arranged.

What you need to include in your application

The WNSW PHN uses a streamlined approach to recruitment. All applications require:

1. A cover letter introducing yourself and outlining your interest in the position
2. Statement addressing each of the Selection Criteria (as listed on the last page of this document)

3. Resume/Curriculum Vitae (CV) that should include information about:

- a. contact details including telephone number and email address
- b. education/qualifications
- c. an employment history summary including (for each position):
 - i. the employer
 - ii. start and finish dates
 - iii. your position/title
 - iv. your responsibilities and achievements in the position
- d. a summary of your skills
- e. professional memberships
- f. the names of two work related referees (must be work related and senior to the position you hold), and other relevant information that will support your application not covered elsewhere.

Submitting your application

Applications should be submitted via email hr@wnswphn.org.au

Position Description

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|--------------------------|---|
| Position Title: | Contracts Liaison Officer |
| Position Location: | Bathurst, Orange, Dubbo, Broken Hill or Bourke |
| Position Reports To: | Team Leader - Commissioned Services Contracts Liaison |
| Portfolio: | Commissioned Services |
| Contract Type: | Full-time Maximum Term |
| Industrial Instrument: | Western Health Alliance Limited Enterprise Agreement 2017 |
| Position Classification: | Level 3, Grade 3 |
| Delegated Authority: | Nil - As defined in the Delegations Policy |

Position Purpose

The **Contracts Liaison Officer** is responsible for the administration and monitoring of commissioned services, managing contracted provider relationships and working closely with the relevant Portfolio Leads to ensure commissioned services are delivered as specified in service agreements.

Key Responsibilities:

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 aware and safe 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.

Key Responsibilities

Compliance Monitoring and Reporting

- Review and monitor work plans, progress reports and contractual compliance updates as required, to ensure commissioned services are delivered as specified in service agreements and that non-compliance is escalated within timeframes set out in our escalation policies.
- to solve problems.
- Ensure compliance with adoption and implementation of the Western NSW Primary Health Network (WNSW PHN) Cultural Safety and Clinical Governance Frameworks.
- 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 Team Leader - Commissioned Services Contracts Liaison and relevant Portfolio Leads to ensure effective communication and mechanisms to escalate any potential provider risks.
- Participate in regular service providers meetings.
- Coordinate regular service providers meetings.
- Maintain strong documentation and record keeping relating to service provider contracts.
- Acting as the single point of contact for relevant service providers.

High Level Administration

- 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 so far as is reasonably able, with any reasonable instruction by management and 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,
 - Portfolio Leads
- All members of the Strategy, Engagement and Performance Team as required, including:
 - 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, including:
 - Program and Commissioning Officer – Aboriginal Health Strategy and Programs

| Competency Framework: (refer to WHAL Competency Framework) | |
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| 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. |

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.

Selection Criteria:

Essential

- A tertiary qualification in health / business / administration / law or related discipline
- Experience in managing supplier contracts and/or health projects across regional rural and remote settings.
- Highly developed interpersonal, communication and negotiation skills with proven capability to build and maintain stakeholder relationships.
- 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.
- High level of organisation and time management skills with good attention to detail.
- Demonstrated high-level information communication technology skills and capability.

Desirable

- Experience in working with Aboriginal people, organisations and communities in view of planning and implementing services and achieving outcomes for Aboriginal people.
- Ability to learn new information management systems quickly.

Special Conditions:

- 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:

- 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).
- 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).