POSITION DESCRIPTION – Western Victoria Primary Health Network

POSITION TITLE: Contracts and Procurement Manager  
DIVISION: Strategy and Planning

REPORTS TO: Director Planning and Strategy

DIRECT REPORTS:

LOCATION: Ballarat, Geelong, Horsham or Warrnambool

HOURS PER FN: 76

APPROVED: Chief Executive Officer

APPROVAL DATE: 13/5/2015

PRIMARY OBJECTIVE: To be accountable for the management and monitoring of procurement and contracts established to deliver the organisation’s strategic objectives within the context of continuous improvement and the PHN Commissioning Framework.

Vision: Connecting health to meet local needs

Values: Respect, Accountability, Innovation

WESTERN VICTORIA PRIMARY HEALTH NETWORK
The Western Victoria Primary Health Network (PHN) builds on and replaces work previously undertaken by the three Medicare Locals – Grampians, Barwon and the Great South Coast. The objectives for the PHN across Western Victoria to be established from 1 July 2015 are:

- Increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes.
- Improving coordination of care to ensure patients receive the right care in the right place at the right time.

In order to achieve the above objectives the PHN governance, management, staffing and advisory structures need to reflect the diversity of community aspirations and challenges across Western Victoria. A one size fits all approach won’t work. There is a strong recognition of the need for renewed collaboration with General Practice, allied health professionals working in private practice and the many rural and regional community and health service organisations.

The PHN will have regional centres in Horsham, Ballarat, Geelong and Warrnambool. Each will have Community Advisory Committees and GP led Clinical Councils to be established following consultation during the second half of 2015. PHN staff will also be working from an Ararat location.

PHN SERVICES
Population health planning and Commissioning: Population health planning will underpin everything we do. Using input from all our stakeholders, locally developed needs assessments will inform local health priorities. The federal government will determine national health priorities, which currently include: preventable hospitalisations, childhood immunisation rates, cancer screening rates and mental health treatment rates. The PHN will evolve to become a commissioning organisation which will see it contract primary health care services to fill service gaps in communities particularly those who are at greater risk of poor health outcomes.

Quality and safety: We are committed to supporting our local GPs and other primary health practitioners through a comprehensive CPD program, practice support, workforce recruitment and retention support, accreditation assistance, collection and analysis of GP data, and assistance with improved business efficiency and procurement models.
**Systems coordination and integration:** Clinical care pathways and health system redesign will assist GPs and other primary health care providers to efficiently and effectively navigate the entire health system, ultimately improving the coordination of care for patients.

**eHealth:** An efficient and effective healthcare system will be supported by eHealth technologies including: secure messaging, My eHealth Record, National Health Services Directory (NHSD), Telehealth, chronic disease management applications, personalised healthcare and home monitoring.

**Clinical Services:** During 2015/16, the PHN will be responsible for delivering primary mental health clinical services and a range of clinical and support services through its headspace Geelong and headspace Ballarat programs.

### ORGANISATIONAL QUALITIES REQUIRED

Ability to:
- Draw on a range of information sources to identify new ways of doing things.
- Commit to delivering high quality outcomes.
- Make rational and sound decisions based on consideration of the facts and alternatives.
- Demonstrate capacity for sustained effort and hard work.
- Shape responses based on a range of information.
- Openness to new ideas.
- Take responsibility for own actions.
- Commit to the public interest.
- Build trust through consistent actions, values and communication.
- Persevere to achieve goals, even in the face of obstacles.
- Recognise own limitations and work with others to ensure plans are achieved.
- Collaborate and share information.
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<tr>
<th>Key Result Area</th>
<th>Major Activities</th>
<th>Performance Measures</th>
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| 1. Work within the PHN Commissioning Framework. | • Appreciate the responsibilities, legal obligations and limits that apply to the organisation.  
• Translate organisational strategy into meaningful long-term plans and objectives and reflect this in the procurement and contracts processes.  
• Produce detailed project plans where objectives are clearly defined and actions steps for achieving them are clearly specified.  
• Set clearly defined objectives and priorities and operate accordingly, reviewing and adjusting as required.  
• Continually strive to achieve the best service with the resources available.  
• Establish systems and procedures to guide work and track progress. | • Audits demonstrate compliance with the commissioning framework, contractual obligations and organisational policies and procedures. |
| 2. Assist in the implementation of contract management and procurement system applications that will deliver best practice outcomes. | • Use a range of references and professional networks to conduct research.  
• Involve experts or other third parties to inform the selection of the contract management and procurement system.  
• Continually strive to achieve the best service with the resources available.  
• Establish systems and procedures to guide work and track progress.  
• Produce detailed project plans where objectives are clearly defined and actions steps for achieving them are clearly specified. | • Contract management and procurement application identified and implemented.  
• Contract management and procurement application meets the needs of the organisation for:  
a. administration  
b. management  
c. monitoring  
d. internal and external reporting  
e. sub-contractor support and liaison |
3. Develop and review, robust contract management and procurement policy and procedures.
   - Establish systems and procedures to guide work and track progress.
   - Scan for links and potential implications of proposed policy options.

4. Assist in the delivery of operational efficiencies and effectiveness via contracting and procurement practices within the organisation.
   - Appreciate the responsibilities, legal obligations and limits that apply to the organisation.
   - Continually strive to achieve the best service with the resources available.
   - Use fair, transparent and competitive purchasing processes.
   - Establish clear and comprehensive contracts.
   - Identify and understand the long-term impact of particular courses of action on the organisation’s objectives.
   - Align performance review with contractual requirements.

5. Monitor contract performance and compliance in accordance with the contract, risk management plan and organisational policy and procedure.
   - Actively monitor expenditure and risks and resolve problems where they arise.
   - Analyse risks from different perspectives and draw sound inferences from information available.
   - Monitor expenditure against budget projections.
   - Establish and maintain strong working relationships with contractors.
   - Identify actual and potential barriers and find effective ways to deal with them.
   - Understand issues and pressures to which the organisation and the sub-contractor have to respond.
   - Monitor contracts and identify underlying trends.
   - Diagnose trends, obstacles and opportunities in the internal and external environment.

- Contract management and procurement policies and procedure are in place and reviewed regularly.
- Annual compliance audits conducted and reported.
- Quarterly reports of contract management and procurement activities identifying key trends with proposed rectification strategies.
- Quarterly exception reporting of performance and compliance of subcontractors with rectification plans for each contract reported.
| 6. Conduct the agreed procurement processes. | • Set clearly defined objectives and priorities and operate accordingly reviewing and adjusting as required.  
  • Use fair, transparent and competitive purchasing processes.  
  • Plan and review work based on what is important to achieve.  
  • Plan for and manage risks.  
  • Establish systems and procedures to guide work and track progress. | • Procurement and contracts are in accordance with the Commissioning Framework and procurement and contract management policies and procedures. |
| 7. Establish and maintain strong relationships with stakeholders and suppliers including: managing contract enquiries, issues; disputes; variations; risks; and undertaking negotiation with suppliers as required. | • Monitor stakeholder satisfaction.  
  • Identify and respond to stakeholder underlying needs.  
  • Find innovative solutions to resolve stakeholder issues.  
  • Actively seek to understand the priorities and interests of key stakeholders and contractors.  
  • Develop, maintain and use a variety of systems, processes and sources to gather information and gain deeper understanding.  
  • Confidently convey ideas and information in a clear and concise way. | • Annual stakeholder and supplier survey. |
| 8. In collaboration with PHN Executive and Regional Managers, evaluate contract related information including reporting and provide reports on contract activity and performance. | • Clearly convey information and listen to feedback.  
  • Constantly look for continuous improvement opportunities and ways to innovate.  
  • Understand how processes within the organisation integrate.  
  • Draw upon a range of sources for ideas and solutions.  
  • Constantly look for continuous improvement opportunities and ways to innovate, and encourage others to do the same. | • Quarterly reports provided to Executive and Regional Managers. |
| 9. Provide support and advice to PHN Executive and Regional Managers throughout the commissioning process including contract development, procurement and evaluation. | • Prepare briefs and or reports using clear, concise and grammatically correct language.  
• Prepare and deliver logical, sequential and succinct presentations.  
• Use appropriate style and formats.  
• Ensure that written communication contains necessary information to achieve the purpose.  
• Confidently convey ideas and information in a clear and concise way. | • Feedback form Executive and Regional Managers. |
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| 10. Organisational | • Ensure that primary health care is promoted in a positive manner at all times and work in accordance with the organisation’s Strategic Plan.  
• Adhere to and maintain confidentiality in accordance with the organisation’s Confidentiality Statement.  
• Undertake Quality Improvement related activities and make a contribution to the implementation of the Quality Plan.  
• All staff are required to ensure photographic documentation of program activities and events.  
• Demonstrate compliance with all policies and procedures and work in accordance with the approved position description.  
• Attend 80% of all organisational meetings that are assigned to the position. | • Audit of communications.  
• Evidence of activities undertaken.  
• Photographs of activities and events.  
• Evidence of adherence to policy and procedures and position description.  
• Attendance records. |
| 11. Compliance | • Ensure the Marketing and Communications Plan and other organisational plans, policies and procedures are adhered to.  
• Satisfaction of internal and external compliance audits, inclusive of funding acquittal requirements. | • Timely and accurate submission of data. |
| 12. Self-Improvement | • Develop and maintain a program of self-development in liaison with your line manager.  
• Maintain a high standard of knowledge and expertise through attendance and participation in relevant courses, seminars and activities. | • Demonstration of sound business knowledge.  
• Written record of self-development activities.  
• Feedback.  
• Participation in performance development coaching plan. |
|----------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| 13. Workplace Safety | • Abide by Occupational Health and Safety (OHS) policies and procedures.  
• Completes an Incident Report for all incidents.  
• Follow OHS and security procedures.  
• Report any safety issues to your line manager. | • Adherence to OHS policies and procedures.  
• Demonstrated completion of mandatory training.  
• Demonstrated use of incident management system. |
| OTHER DUTIES | • Exhibit a commitment to the organisation.  
• Undertake special projects or reports required by your manager or the Executive on a wide range of issues.  
• Practice in accordance with the relevant health care or industry standards.  
• Complete mandatory training and education.  
• Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness. | • The organisation’s values modelled at all times.  
• Performance review.  
• Demonstrated delivery of identified outcomes.  
• Adherence to applicable health care or industry standards.  
• Demonstrated completion of mandatory training.  
• Performance review. |

**KEY SELECTION CRITERIA – SPECIALIST KNOWLEDGE**

**QUALIFICATIONS**

**Essential:**
• Tertiary qualifications in a relevant field and a minimum of 3 years’ experience in a similar role.  
• A current Victorian driver’s licence.  
• Prepared to undergo a police check prior to appointment.
KEY SELECTION CRITERIA – SPECIALIST KNOWLEDGE

EXPERIENCE and/or SPECIALIST KNOWLEDGE

Essential:
- Demonstrated sound knowledge and capacity in commissioning processes
- Demonstrated experience in contract management and procurement.
- Proven project management skills to enable development and implementation of a commissioning framework, and ongoing development and evaluation.
- High level of business acumen including proven ability to interpret and monitor finances associated with contracts.
- High level interpersonal and communication skills to liaise effectively with key stakeholders.
- Strong written, numeracy and verbal skills.
- Excellent person to person interaction and people management skills.
- High level of proficiency in MS office applications.

Desirable:
- Experience in the Health sector.
- Experience in the use of a procurement and contract management application.

This position description is subject to change in line with contractual requirements, the development of the organisation’s strategic plan and operational needs.

Contact Person:

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