

POSITION DESCRIPTION

Mental Health and Wellbeing Project Coordinator

Reports to:	Mental Health and Wellbeing Reform Lead
Domain:	Operations
Business Unit:	Mental Health and Alcohol and Other Drugs Team (MHAOD)
Contract type:	Continuing 1.0 FTE
Classification:	NC5
Salary:	\$87,576 - \$95,776 per annum
Location:	Murray PHN locations include Albury / Bendigo / Mildura / Shepparton

Primary purpose of this position

The primary purpose of this position is to support improved access to quality primary mental health and alcohol and other drugs (AOD) services through the evaluation of commissioned services. This position is part of a multi-disciplinary team that is responsible for procuring health services and strengthening the primary health system to meet community needs and deliver high quality care. Informed by the stepped care approach to mental health services, this role will primarily provide project management for key activities to improve Murray PHN's mental health, suicide prevention and AOD commissioning strategies. This role is responsible for developing and implementing the system for evaluating and monitoring the performance of commissioned mental health and AOD services across the Murray PHN catchment.

Scope	
Direct reports to this position	Indirect reports
N/A	N/A

Key relationships	
All employees have responsibility for managing aspects of relationships. At all times those interactions should reinforce our intention that we are easy to do business with.	
Internal	External
<ul style="list-style-type: none"> • Director of Mental Health and Wellbeing • Mental Health and Wellbeing Reform Lead • Mental Health and AOD Team • Contracts Team • Health Strategies Unit • Procurement Lead • Management Accountant • Contract Management Team 	<ul style="list-style-type: none"> • Commissioned service providers • Primary Health Networks • Mental Health and AOD peak body organisations • Service Users and Carer Networks

Key accountabilities
<ul style="list-style-type: none"> • The Project Coordinator is accountable for evaluating the commissioned mental health and AOD services of Murray PHN to enable system improvement in line with company strategies. • Under direction of the Director of Mental Health and Wellbeing and the Mental Health and Wellbeing Reform Lead: <ul style="list-style-type: none"> ○ Develop and implement an evaluation framework for regular review of mental health and AOD commissioned services. ○ Undertake a review of the stepped-care services commissioned by Murray PHN. ○ Support the drafting of Annual Work Plans and Performance Reports for Commonwealth schedules. ○ Support the Mental Health and AOD Team the ongoing performance monitoring of mental health and AOD commissioned services. • Report the value of the mental health and AOD commissioning investments in line with evidenced needs and priorities.

Key responsibilities	% of job
Evaluate the quality and performance of mental health and AOD commissioned services by developing, implementing, and administering Murray PHN's system of review and continuous improvement.	60%
Under the guidance of the Mental Health and Wellbeing Reform Lead and the Director of Mental Health and Wellbeing, draft organisational reporting documents including executive briefings, procurement plans, activity work plans and performance reports as required. Support timely decision making, transparency of commissioned service activity and forward planning.	20%
Participate and directly contribute to a highly motivated team that is aligned to organisational values and culture, and works together to design and develop mental health, AOD and psychosocial commissioning activities and strategy.	10%
Inform the design and implementation of engagement strategies with health, social services, and community stakeholders to support collaborative approaches that respond to identified system gaps and priority needs.	10%

Core responsibilities

Each Murray PHN employee is expected to:

Strategic alignment – pro-actively work in a way that directly supports Murray PHN strategic objectives.

Workplace health and safety – pro-actively work in a safe manner, adhering to all work health and safety (WH&S) requirements and report all hazards, near misses and incidents through the organisation’s WH&S processes.

Manage risk – Actively manage risks by complying with organisational policies and procedures and escalating risks for higher-level attention when required as per Murray PHN approved risk scales.

Governance – Actively embrace and understand their role and where it fits within Murray PHN Governance and Accountability Framework.

Cyber Security – Actively seek out the company’s policies and procedures and ensure you fully understand and abide by them.



Leadership



Collaboration



Knowledge



Innovation



Accountability

Travel – As Murray PHN covers a wide regional and rural catchment some travel may be required as part of this role. This position will require a current driver’s licence which must be provided prior to commencing employment.

Knowledge, skills, experience, and qualifications

The knowledge, skills, experience, and qualifications for this role are:

Essential

- Tertiary qualifications in health, social sciences, business, or project management;
- Demonstrated experience of working effectively with key stakeholders in planning and service development.




Desirable

- Experience in project management, research or evaluation




Behavioural competencies

This role has been evaluated at a Level **NC5** and success in the role requires the right behavioural skills to be demonstrated. Detailed descriptors can be found in the Murray PHN Behavioural Competency Framework.



The incumbent is required to demonstrate proficiency in the following areas:

Core behavioural competencies	
	<p>Communication</p> <ul style="list-style-type: none"> • Conveys complex information or messages in a manner that is clear and easy to follow, uses vocabulary that is appropriate to the audience; • Creates opportunities for two-way communication to actively share information and ideas, as well as seek feedback, through meetings or regular communication forums; • Displays tact and diplomacy when communicating on sensitive issues.
	<p>Change agility</p> <ul style="list-style-type: none"> • Understands the rationale for change and is able to clearly articulate the organisational benefits, as well as anticipate and communicate the impact of change on own team; • Supports change by encouraging others to draw on support in challenging situations, leveraging strengths and expertise of others when required; • Shows understanding of how change affects themselves and their team; provides assistance to help others understand rationale and impact of change.
	<p>Accountability</p> <ul style="list-style-type: none"> • Defines clear expectations for self and others within a team or project, and takes ownership for achieving objectives and desired results; • Cares deeply about their own and teams’ work, ensures alignment of tasks and goals to Murray PHN strategic goals; • Identifies potential obstacles to goal achievement and leads overcoming these with the support of others.

Core behavioural competencies

	<p>Collaboration</p> <ul style="list-style-type: none"> • Demonstrates ability to work effectively with colleagues regardless of team or location, and looks for ways to achieve shared objectives taking into consideration other points of view; • Encourages others in the group to express their viewpoints and listens attentively to them in order to create a participatory work environment; • Influences others at all levels to align and commit to organisational goals both through public statements and personal behaviour.
	<p>One team mindset</p> <ul style="list-style-type: none"> • Utilises input from others and gives credit and recognition to those who have contributed towards team or group goals; • Takes the time to get to know other teams and their priorities to build a good rapport and establish common goals and objectives; • Sources and listens to various points of view and respects differing opinions when developing solutions.
	<p>Business acumen</p> <ul style="list-style-type: none"> • Displays good understanding of Murray PHN as a business and works in an efficient and effective manner to optimise value from day-to-day work; • Analyses relevant business and financial data to make timely and considered decisions; reflects on impact of actions; • Shows good understanding of operating environment; recognises the impact of own and team actions on business outcomes; considers “the big picture” when taking action.

Leadership competencies

	<p>Future focus</p> <ul style="list-style-type: none"> • Communicates Murray PHN’s strategic vision and anticipated priorities for the future in a clear and compelling manner; • Provides clear direction to support the achievement of team goals and objectives; identifies possibilities for connections across roles and teams; • Demonstrates a clear understanding of the current operating environment and anticipates future priorities for Murray PHN; considers implications of future priorities for own team and evaluates benefits and risks of taking action.
	<p>Enterprise leadership</p> <ul style="list-style-type: none"> • Encourages staff to share information, ideas, and best practice with other teams; recognises and rewards knowledge sharing; • Builds networks across Murray PHN and knows when to utilise connections to achieve shared objectives; takes action to improve the working relationships between others; • Takes action to improve the relationships between others to enhance effective working relationships and information flow to support desired outcomes.

Leadership competencies



Interpersonal leadership

- Listens, understands, and responds in a manner which effectively demonstrates an empathy for others' views and needs;
- Relates well to all types of people. Builds rapport easily by learning about others' motivations and by sharing common goals and objectives;
- Coaches employees on ways to enhance their level of performance and develop their skills; tailors style and communication to effectively reach the audience.



Change leadership

- Advocates for the change process, anticipates the impact of change and creates buy-in across affected parties by clearly communicating the long-term organisational benefits;
- Encourages positive morale and performance levels during periods of change;
- Effectively leads the implementation of changes across one's business areas.