



POSITION TITLE	Coordinator, Commissioning & Alliancing
REPORTS TO	Senior Manager, Primary Care & Chronic Disease
DIRECT REPORTS	Not applicable
TEAM	Primary Care & Chronic Disease
LOCATION	WQPHN Office
POSITION CLASSIFICATION	Level 4
RELEVANT AWARD & CLASSIFICATION	Award Free
EMPLOYMENT STATUS & HOURS	12 months Fixed Term, Full time 76 hours per fortnight

Primary Purpose

Covering a period of extended leave, the purpose of this role is to support coordination, planning and commissioning with our Nukal Murra Alliance partners and other providers to integrate multidisciplinary team-based models that connect individuals with the broader health and social care systems in Western Queensland. This includes building positive working relationships with a number of partner organisations through co-designed engagement and partnership arrangements to strengthen service linkages, integration and capacity building.

Role Functions

The Coordinator, Commissioning & Alliancing is responsible for building and continuously nurturing stakeholder relationships to foster improved healthcare outcomes.

Key Responsibilities and Accountabilities

1. Support the Senior Manager and Primary Care & Chronic Disease team in reviewing and developing commissioning alliances including the Nukal Murra Alliance for the Social and Emotional Wellbeing Framework, Child and Family Health Framework & First Nations Workforce Strategy.
2. Positively engage with Aboriginal & Torres Strait Islander Community Controlled Health Services (AICCHS) and local primary health care service providers, provider networks and other PHNs to better co-design, commission, integrate and deliver services in accordance with the identified complex needs (Health Needs Assessment) of the local communities.
3. Apply change management principles with a particular focus on health providers introducing and developing new systems that support a virtual model of care platform.
4. Obtain input from Aboriginal or Torres Strait Islander community-controlled organisations to ensure programs are planned and delivered in a culturally appropriate manner.
5. Work in collaboration with WQPHN practice support staff to enhance General Practice cultural capability and competency.
6. Collaborate with internal teams to ensure all activities support WQPHN's commissioning model, data requirements, QMS and the annual work plan (AWP), Health Needs Assessment priority planning, Funding Contracts, National PHN Performance and Quality Framework (PPQF), and build cross-team capabilities.
7. Support the Senior Manager with management of relevant programs, conducting regular reviews of service level agreements, KPIs and assigned program budgets to ensure financial systems are being followed and that budget controls and program acquittal targets are being achieved.

8. Support the Senior Manager with implementation activities for the Reconciliation Action Plan as may be delegated to ensure that activities are culturally sensitive and inclusive.
9. Provide a regular update on key achievements, challenges or potential risks and issues, particularly relating to contract performance, service delivery and regional workforce management.
10. Contribute to service integration initiatives such as improving access for target groups, Closing the Gap, integrated care models, case management of complex chronic conditions, prevention and early intervention strategies.
11. Contribute to staff training and support professional collaborations or forums and quality improvement networks.
12. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Our Commitment to Reconciliation

WQPHN is committed to undertaking all work within a culturally inclusive, sensitive and safe framework that supports Reconciliation. The [Reconciliation Action Plan](#) shows WQPHN's commitment and dedication to embedding reconciliation initiatives into everyday work.

Minimum Qualifications and Competencies

1. Tertiary qualifications in health, human or community development services, or equivalent expertise.
2. Demonstrated understanding of the AICCHS sector in Western Queensland and programs specific to Integrated Team Care and Social & Emotional Wellbeing. Experience in an equivalent position is highly desirable.
3. High level understanding of the health, social and emotional wellbeing needs of regional, remote and rural communities including the commissioning and contract management of health and wellbeing services.
4. Highly developed interpersonal communication skills to build and maintain internal and external relationships, with the ability to engage a range of communities and community leaders. In particular, vulnerable groups such as Aboriginal and Torres Strait Islander people, older persons, children and young people and those in the Child Protection system, and individuals with a lived experience of Mental Health, Suicide Prevention, Alcohol and or Drug issues.
5. Strong understanding of the role that social and philosophical systems, cultural values, traditions, rules and beliefs play in Indigenous Governance and how things are done and the ways people organise themselves and relate to each other.
6. Ability to work with minimal supervision, manage conflicting deadlines and demonstrate effective problem-solving skills which includes conducting meetings and facilitating respectful stakeholder consultations.
7. Demonstrated ability to prepare clear and concise business communication documents including reports, budgets, agendas, minutes, and general correspondence.
8. Competence in Microsoft Office (including SharePoint) and other office productivity tools, with aptitude to learn new software and systems.
9. Hold a current driver's licence, unrestricted for work purposes.



Key Performance Measures

1. Demonstrate and model the WQPHN values.
2. Deliver against allocated WQPHN strategic objectives, business plan and PPQF, reflecting the Health Needs Assessment and DoH deliverables.
3. Meet 100% completion of mandatory and organisational training priorities.
4. Co-design, develop, and review alliance services and programs in accordance with the Health Needs Assessment, planned service priorities and outcomes, and KPIs.
5. Commission services using contract management and business processes that support WQPHN's annual plan, commissioning model, QMS, and reporting systems. This includes actively monitoring contracted providers and service organisations to maintain evidence based standards, contract compliance, and service outcomes.
6. Achieve deliverables for funding contract and project portal reporting for referral pathways, workforce capabilities, health assessments, health management plans, and health outcomes KPIs.
7. Cultivated a range of strategic partnerships and engage key stakeholder collaborations, e.g. Alliances and partnerships, HHS's and AICCHS.
8. Build positive working relationships with partner organisations to support co-designed capacity building through strengthened service linkages, integration and collaborative relationships.

Key Relationships

Internal

- Senior Management Team
- Office of the Chief Executive Officer
- Primary Health & Commissioned Services Team
- Strategy, Planning & Performance Team.

External

- Department of Health & Aged Care (DoHAC) and other government departments
- RFDS, CheckUP, HWQ and other partner organisations related to PHN primary healthcare activities
- Queensland Health and other hospitals or health services across three HHS regions
- Nukal Murra Alliance
- Clinical service providers and other health professionals including general practice
- Other health service providers, community sector agencies, contractors and business advisors.

Acceptance

EMPLOYEE NAME			
EMPLOYEE SIGNATURE		DATE	