



POSITION TITLE	Coordinator, Contracts Management
REPORTS TO	Head of Primary Health & Commissioned Services
DIRECT REPORTS	Not applicable
TEAM	Primary Health & Commissioned Services
LOCATION	WQPHN Office
POSITION CLASSIFICATION	Level 4
RELEVANT AWARD & CLASSIFICATION	Above Award
EMPLOYMENT STATUS & HOURS	Full time, 1.0 FTE, 76 hours per fortnight

Primary Purpose

The Coordinator, Contracts Management ensures compliance with WQPHN's funding guidelines through high-quality contract management and administration.

Role Functions

The Coordinator, Contracts Management role is responsible for commissioned service provider contract administration, compliance and reporting within WQPHN.

Key Responsibilities and Accountabilities

1. Maintain the Open Windows Contract Management System with particular focus on commissioned providers to manage compliance and risk mitigation, including:
 - a. Ensure appropriate systems and processes are in place in Open Windows to guide and track key contract documentation, invoicing and reporting milestones, and other obligations;
 - b. Monitor and identify critical business tolerances and ensure exceptions are promptly identified and remedied or escalated;
 - c. Provide training and support to employees for contract and performance management systems; and
 - d. Contribute to the management of the Commissioning Portal and service providers' reporting obligations.
2. Maintain and monitor a system to ensure compliance with priority contract obligations (e.g. Department of Health and Aged Care) in collaboration with the Head of Primary Health & Commissioned Services.
3. Contribute to service procurement activities, including pre-qualification and tendering processes, and service contract reviews.
4. Liaise with the relevant manager/team to identify trends, issues and progress resolutions with contract deliverables, deadlines and reporting.
5. Develop and maintain effective professional relationships with service providers, contractors, stakeholders and other suppliers.
6. Monitor contract deliverables for PHaCS team to identify completed tasks and outstanding items. Provide regular reporting on deliverables progress to support contract compliance.
7. Adhere to all established Information Security Management System (ISMS) and Quality Management System (QMS) policies, procedures, and guidelines to ensure the protection and compliance of the organisation.
8. 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 a relevant discipline or equivalent experience in a contract management role, preferably with quality management experience and within a Health Industry funding/commissioning context.
2. Demonstrated ability to prepare clear and concise business communication documents including reports, budgets, meeting minutes, briefing notes, letters and electronic correspondence.
3. Ability to work effectively with minimal supervision, manage conflicting deadlines and demonstrate effective problem-solving skills as part of a regionally dispersed team.
4. Highly developed interpersonal communication skills to build and maintain internal and external relationships, including strong negotiation skills.
5. Ability to conduct planning meetings and training sessions to build staff capacity around contract management.
6. High-level skills in Microsoft Office (including SharePoint), Open Windows and other office productivity tools, with aptitude to learn new software and systems.

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 DoHAC deliverables.
3. Meet 100% completion of mandatory and organisational training priorities.
4. Efficiently manage the contract database in Open Windows and SharePoint, identifying and promptly communicating and correcting errors.
5. Coordinate and deliver training and support services for Open Windows and other contract management tools and processes.
6. Ensure processes are in place to schedule and track key contract deliverables (e.g. DoHAC), with early detection of non-compliances and risks.
7. Manage the preparation and issuance of 90% of contract renewals prior to current contract expiration.
8. Providers are issued contracts with an accuracy rate of 95%.

Key Relationships

Internal

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



External

- Open Windows
- 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	