

CAPITAL HEALTH NETWORK

POSITION DESCRIPTION

Position description	
Position title	Service Relationship Manager, Primary Care
Business unit	Health System Integration
Classification	Level 6
Accountability	Senior Manager Commissioning
About Capital Health Network Capital Health Network's purpose is to work in partnership to integrate health care, strengthen health equity and improve health outcomes. We address community needs by collaborating with consumers, members, funders, researchers and health and community partners to improve health outcomes. We are unique in our ability to support general practice and design services that fill gaps and deliver lasting improvements. Capital Health Network values and Competency Framework Respect: We engage respectfully, listen and respond. Inclusion: We embrace diversity of thought and bring together a range of voices to inform our work. Collaboration: We build and invest in strong and enduring relationships, focused on shared goals. Accountability: We act with integrity, are transparent, encourage feedback, and report back to our community. Adaptability: We are adaptive and flexible in the way we respond to community health needs. We empower our staff, service providers and partners to innovate and adapt to deliver outcomes. All employees are required to meet CHN's seven competencies at a level appropriate to their role. To articulate organisational expectations in relation to the values and the competencies expected of all employees a Competency Framework has been developed. The framework identifies and describes seven basic competencies that all employees need to have to function effectively in their role at CHN.	
Responsibilities	
Primary purpose of position	The Service Relationship Manager oversees the Primary Care Commissioned Services Team responsible for service contracts and relationship management with contracted service providers, Government and health sector partners with a specific focus on primary and allied health care. The goals of CHN-funded services are to provide coordinated, efficient and effective services that increase access to health care, particularly for those at risk of poor health outcomes. The position is responsible for ensuring collaborative working opportunities with relevant CHN teams to support primary and allied health care commissioned activities, contract management and stakeholder engagement. The position plays a hands-on operational and leadership role with the primary focus of implementation and delivery of services ensuring establishment, alignment and monitoring of performance and compliance, in accordance with funding agreements.
Duties	1. Lead and manage the team responsible for contract management and associated relationships with service providers in primary and allied health care. 2. Project Manager activities to deliver operational outcomes using available resources, processes and knowledge. Develop key project artifacts including risk management plans, stakeholder communications plans and stakeholder mapping relevant to the sector. 3. Support and assist the implementation of commissioning processes including interpretation and management of funding agreement deliverables, co-design,

	establishment of primary care program initiatives, monitoring activities, quality improvement, reporting and evaluation of performance. - Undertake effective stakeholder management and ensure issues are identified and managed. - Formulate service integration plans aligned with project activity through research, analysis and stakeholder consultation. - Lead procurement activities including contract management and evaluation of services, including transition to ongoing contract management. - Collaborate with relevant internal CHN teams across all stages of the commissioning cycle. - Drive quality improvement through setting priorities, performance expectations and goals for the team. - Contribute to organisational thought leadership that leads to health system improvement, project/program co-design and value-based health. - Implement the CHN Quality Management System and Risk Management Framework applicable to the operational area. - Act as the designated Data Steward for relevant data sets to the project/program area as part of the Data Governance Framework. - Support initiatives to build capacity with contracted service providers. - Other duties consistent with the classification, as directed.
Competencies	
Role Competencies	Qualifications: Minimum completion of Diploma qualifications in health with at least 6 years work related experience and demonstrated relevant leadership and management experience in a similar field; or an equivalent combination of relevant experience, education and training.
	Technical/specialist skills: - Experience in project management, including planning, resource management, task and activity monitoring, and reporting against outcomes. - Demonstrated high level written and verbal communication and analytical skills. - Demonstrated knowledge and experience in complex stakeholder management techniques relevant to the primary and allied health care system and establishment of services. - Proven ability to understand and deliver to funded contract requirements including compliance, performance, reporting requirements and delivery to milestones.
	Experience and knowledge: - Proven ability to deliver effective and strengths-based leadership and management that builds a collaborative culture. - Demonstrated experience working in primary health relevant to commissioning and service provision. - Demonstrated experience with stakeholder engagement and relationship management, including the ability to influence change in the context of service provision and commissioning. - Ability to manage multiple priorities. - The ability to consult with and lead discussions with health professionals, consumers and other key stakeholders. - Demonstrated knowledge and experience in risk identification and management relevant to program level compliance, performance and governance.
	<i>Strategic thinking:</i> We use our foresight and environmental awareness to add value. <i>Resourcefulness:</i> We generate evidence-based solutions.

CHN Competencies	<i>Relationship Management:</i> We invest in strengthening internal and external relationships.
	<i>Data Literacy:</i> We navigate data systems and protect data assets.
	<i>Cultural competence:</i> We understand, appreciate and cooperate with all cultures and beliefs.
	<i>Embracing ambiguity:</i> We rise to the challenge of uncertainty and the unknown.
	<i>Leading:</i> We each play a leadership role.