

Position description	
Position title	Services Relationship Coordinator – Primary Care
Business unit	Commissioned Services
Classification	Level 4
Reports to	Services Relationship Manager
About Capital Health Network As the ACT's Primary Health Network (PHN), Capital Health Network (CHN) aims to integrate health care in the ACT region, promote health equity and improve health outcomes. We address community needs by collaborating with consumers, funding organisations, health professionals, community partners and other key stakeholders to improve health outcomes. We are unique in our ability to support general practice and more broadly, to design services that fill gaps and deliver lasting improvements to the value and quality of ACT health services. 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	This role is responsible for supporting operationalisation and implementation of programs in the CHN Commissioned Services portfolio. This includes contract management, relationship management, project management support, service provider performance monitoring and reporting. The successful candidate will work with a diverse range of external stakeholders and cross-collaboratively across CHN to achieve organisational goals, contributing to the delivery of high-value health outcomes across the ACT.
Duties	1. Manage multiple service provider contracts. 2. Develop, manage and maintain internal and external stakeholder relationships including, but not limited to, service providers, Government organisations and special interest groups. 3. Provide high quality support for Commissioned Activities Business Unit responsibilities, including providing project support and contributing to reporting requirements. 4. Manage relevant databases and datasets related to program deliverables, milestones and key performance indicators. 5. Work collaboratively with colleagues and external stakeholders to support high quality and timely procurement, contract design and service design. 6. Monitor efficiency and effectiveness of service provider performance against contractual service obligations. 7. Work collaboratively with stakeholders to facilitate efficient service delivery, improved service outcomes and prompt issue resolution.

	8. Represent CHN on working groups, at promotional presentations or as otherwise required.
Competencies	
Role Competencies	Qualifications: Graduate qualifications in a relevant field or significant relevant work experience.
	Technical/Specialist Skills 1. Strong relationship management skills with the ability to manage multiple internal and external stakeholder relationships simultaneously. 2. Strong influencing and negotiation skills focussed on delivering high value outcomes. 3. Proven contract management skills. 4. Proven ability to identify, address and resolve issues and take follow up or remedial actions if required. 5. Demonstrated high-level written and verbal communication skills.
	Experience and knowledge 1. Demonstrated understanding of and commitment to quality improvement that enhances the outcomes for consumers of commissioned services. 2. Knowledge and understanding of project management and change management approaches. 3. Demonstrated ability to work individually but also as part of a team to achieve shared goals. 4. Experience in data collection, analysis and reporting against specified outcomes, including proficiency in using a wide range of desktop-based programs, project management systems and data visualisation tools. 5. Experience or knowledge of working in the health, mental health or a related sector. 6. Proven ability to quickly acquire new or required skills.
CHN Competencies	<i>Strategic thinking:</i> We use our foresight and environmental awareness to add value.
	<i>Resourcefulness:</i> We generate evidence-based solutions.
	<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.