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## PARTNERSHIPS (& CONTRACTS) MANAGER

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APRIL 2024

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orygen

### POSITION SUMMARY

Location:	Parkville and 5 headspace sites (Craigieburn, Glenroy, Sunshine, Werribee, Melton)		
Functional area:	Primary Clinical Service		
Classification/ Salary:	\$120,000 - \$130,000 commensurate with skills and experience + 11% super + access to \$15,900 NFP salary packaging		
Job level:	Manager		
Reports to:	Operations Director, Enhanced and Community Care		
Employment type:	Full time		
Employment length:	Ongoing		
Direct reports	3	Indirect reports	Yes – approx 12-15

### POSITION PURPOSE STATEMENT

The Primary Partnership and Contract Manager is a member of Orygen's Primary Leadership, and the responsibility of the role includes stakeholder and partnership engagement, contract management, performance & reporting, management of the administration services across Primary services and management of the relationships with corporate services across Orygen national.

#### About headspace

headspace is a world-first youth mental health initiative that supports young people who are going through a tough time; whether it's depression, anxiety, relationship break-ups or alcohol and other drug issues. The youth-friendly services at headspace are aimed at teenagers and young adults in recognition of the fact that 75 percent of mental disorders emerge before the age of 25 years.

### POSITION FOCUS

	Key responsibility area	Percentage
1	Partnership Engagement	25%
2	Contract Management	35%
3	Reporting	15%
4	Leadership	15%
5	Stakeholder Engagement	10%

### REVOLUTION IN MIND

- 1. Partnership Engagement**
  - Actively develop and promote productive partnerships and collaborations with key stakeholders to ensure we are delivering high quality services within the contract expectations while further building the capacity of the Programs.
  - Foster productive relationships with our key partners including Victoria University, headspace National, Sunbury-Cobaw Community Health and NWMPHN.
- 2. Contract Management**
  - Manage the state and federally funded contracts that Orygen National has in place to deliver primary services, ensuring all contract and key performance requirements and deliverables are met. This includes, but is not limited to the contracts held with North West Melbourne Primary Health Network (NWMPHN), headspace National, the State Government Mental Health Department and the federal Department of Social Services.
  - Lead the negotiation and management of contracts for the programs to ensure they align with Orygen policies.
  - Establish systems and processes for monitoring performance including tracking and monitoring indicators to ensure proactive alignment of priorities and resources.
  - Act as the primary contact with NWPHN and headspace National for contract and program implementation issues.
  - Manage the subcontracting arrangement with Sunbury-Cobaw to deliver the ENRICH program. (Youth Enhanced)
- 3. Reporting and financial management**
  - Ensuring that accurate and timely reports are prepared per specifications and guidelines for appropriate parties including Executive, Consortium, and funding bodies, and submitted within timelines.
  - Partner with Orygen Finance teams to ensure timely financial management of the Program areas.
  - Monitoring the programs actual income & expenses against budget, identifying variances and recommending corrective action as necessary to limit any overrun or under expenditure.
- 4. Leadership of the Administration Team**
  - Lead the administration teams that support the 5 headspace sites, supporting the Practice Managers and their teams to deliver timely, efficient and effective administrative and reception support to staff and for young people and their families attending headspace premises.
  - Provide high quality and consistent service approaches across headspace teams facilitating knowledge transfer and the development of good practices across the sites.
  - Lead, develop and manage all areas of the Clinical Primary Care Platform that supports the efficient collection and delivery of contract reporting requirements.
  - Lead in the identification of quality improvement processes for the administration functions.
  - Lead in the recruitment and training of all headspace administration staff.
- 5. Stakeholder Engagement**
  - Build and maintain effective stakeholder relationships with a variety of key stakeholders, both internal and external, including key government, non-government and community partners.
  - Working collaboratively with the Clinical Executive of Orygen to achieve the organisations overall objectives.
  - Provide additional support and perform other duties consistent with the position where required and/or requested by the Director of Enhanced and Community Care

## EDUCATION / QUALIFICATIONS

Essential	<ul style="list-style-type: none"> <li>• A suitable tertiary qualification in the health, social sciences, business or education disciplines.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Project management qualifications.</li> </ul>

## EXPERIENCE / SKILLS

Experience / skills	<ul style="list-style-type: none"> <li>• Experience in managing projects and programs and a proven ability to design and implement robust systems and structures.</li> <li>• Experience with contract negotiation, monitoring and performance management.</li> <li>• Previous experience with service delivery oversight including monitoring and reporting against key performance indicators and service deliverables.</li> <li>• Previous experience supervising and managing team members in all aspects of their performance including preparation and implementation of personal development plans.</li> <li>• Demonstrated understanding of the health needs of young people and the health and broader service system for young people.</li> <li>• Awareness of funding opportunities for increasing the capacity of health and human services.</li> <li>• Excellent written communication skills.</li> <li>• High level ability to initiate, develop and implement effective workplace practices and processes and convey complex information to colleagues.</li> <li>• High level of proficiency in the use of standard application software such as the Microsoft Office suite.</li> <li>• Experience working in a complex work environment.</li> <li>• Experience in working in collaborative ventures.</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• High level interpersonal and verbal communication skills with the ability to liaise and influence a range of people across all levels of the organisation.</li> <li>• Ability to work autonomously with considerable independence.</li> <li>• Demonstrated skills in leading and motivating a team.</li> <li>• High-level problem-solving skills with the ability to exercise judgement and initiative.</li> <li>• High level organisational and time management skills, including the ability to prioritise workloads, work well under pressure, and organise own work and others to meet deadlines.</li> <li>• Demonstrated ability to be flexible and adaptable in a changing environment.</li> <li>• Demonstrated commitment to providing excellent customer service with the ability to engender a strong customer service orientation among staff.</li> <li>• Demonstrated ability to be adaptive to changing priorities, accepting of new ideas, willing to meet new challenges and the ability to lead teams through change.</li> </ul>

## KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> <li>• Operations Director Community</li> <li>• Service Development Lead</li> <li>• Clinical Service Managers</li> <li>• Orygen Corporate Services</li> </ul>
External	<ul style="list-style-type: none"> <li>• Victoria University</li> <li>• headspace National</li> <li>• Sunbury-Cobaw Community Health</li> <li>• NorthWestern Primary Health Network</li> </ul>

## SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> <li>• Unrestricted right to live and work in Australia.</li> <li>• A current National Police Check will be required.</li> </ul>
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- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- Successful applicants will be required to provide proof of COVID-19 vaccination prior to commencement.
- You may be required to work across more than one of Orygen’s sites, which are currently located within the north and west of Melbourne.
- A current Victorian driver’s licence.
- In line with government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.
- Occasional out of hours, evening and/or weekend work may be required.

**SAFETY, HEALTH AND WELLBEING RESPONSIBILITIES**

Employees are required to comply with all workplace health, safety and wellbeing policies and procedures of Orygen.

In addition, employees are expected to:

- Promote and demonstrate Orygen’s high standards in relation to health, safety and wellbeing, championing a culture of safety in the workplace.
- Take responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.
- Follow policies, training and guidelines related to Workplace health, safety and wellbeing, including reporting of unsafe work practices, incidents, hazards and near miss events.
- Be committed to promoting and protecting the safety and well-being of all children and young people and embedding safeguarding practices into all our programs and services.

**ACKNOWLEDGEMENT**

Confirming this position description has been read and understood by:

Name	[insert name]
Signature	[insert signature]
Date	[insert date]