
	POSITION DESCRIPTION	PD264	Service Planner & Performance Manager	
		Version	3.0	

POSITION TITLE:	Service Planner & Performance Manager
CLASSIFICATION:	Support Services Level 9+
INDUSTRIAL AGREEMENT OR AWARD:	Health Professionals & Support Services Award
REPORTS TO:	Director Commissioning
DATE REVIEWED:	February 2020

POSITION OBJECTIVE:

The Service Planner & Performance Manager is responsible for shaping and driving the organisation's planning processes using quality evidence and information gathered by North Coast Primary Health Network.

The role will develop and optimise planning processes to meet service and timeliness objectives. The Manager will oversee a variety of different Directorates within the organisation to ensure that the overall planning and performance process runs smoothly.



You may work as a consulting basis analysing and coordinating the internal reporting framework, balance scorecard and operational planning. To do this effectively the Service Planner and Performance Manager will work with the Directorates to define clear timeframes for the strategic objectives that they monitor regularly through key performance measures and outcomes for population health.

This is a detail-oriented position that will require a high level of organisation, management of overlapping projects/programmes, and tracking of reporting deadlines to ensure time efficiency. The role requires strong analytical thinking, problem solving, and mathematical abilities. The Manager will communicate persuasively and present information in a clear, concise manner. This role will work closely with the Data and Analytics team to ensure planning and performance systems are embedded across the organisation.

The Manager is the organisation's primary resource for establishing reporting frameworks and providing guidance to internal and external stakeholders for health and service needs assessments, activity work planning, strategic and program planning.

The Manager works to optimise the organisation's information management systems in order to harness sources of credible evidence for decision making and work closely with the Data & Analytics and Digital Directorate teams.

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KEY RESPONSIBILITIES:

Planning

- Act as a primary organisational resource to guide Executive and Teams through defined stages of strategic planning and activity work planning
- Guide processes to ensure that HNCL strategies, measures and targets are developed to address identified needs and organisational priorities.

Reporting

- Coordinate the delivery of external reports, including the Needs Assessment and Activity Work Plans (excluding budget), operational planning, relevant dashboard reports
- Coordinate internal reporting activities to provide Executive and Teams with high quality information and reports to inform decision making
- Contribute to the development and implementation of reporting processes related to KPIs/deliverables and milestones for commissioned programs and for reporting of results to the Executive, Governance Board and the Department of Health as required.

Needs Assessment

- Lead the development of Needs Assessments as required by the Commonwealth and relevant to planning/investment
- Work with the Data & Analytics team to develop the approach, design and collation of the Health Needs Assessment and any other associated material.

Information management



- Collaborate with partner organisations to optimise the collection, analysis and presentation of health and socio- demographic information in order to inform planning processes across the North Coast region
- Lead the development of various statistical products for use by internal and external stakeholders to inform and identify health and service issues on the North Coast region, with a focus of improving responsiveness for consumers
- Inform the identification, purchase and implementation of information systems to support planning and reporting activity.

Guidance and capacity building

- Provide capability development and thought leadership for the team, related Directorates and external stakeholders regarding planning and reporting activities through the development of templates, tools and resources.

Please note that significant inter and intra state travel and work outside standard office hours may be a requirement of this role

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VALUES:

Respect	<ul style="list-style-type: none"> I care, value and support myself as an individual, my colleagues and my communities. I celebrate diversity and reject the temptation to try to change or judge others. I seek to empower everyone around me.
Integrity Collaboration	<ul style="list-style-type: none"> I act with honesty and accountability. I like taking responsibility for my actions. I am committed to working in genuine partnership with my colleagues, our stakeholders and community. I believe in the power of connecting and sharing knowledge with others. I know that by working together we can make a difference.
Innovation	<ul style="list-style-type: none"> I lead the way. I am always seeking better ways to do things. I want to be a catalyst for positive change. I seek to think outside the box and be creative.
Results Driven	<ul style="list-style-type: none"> I am determined to deliver. I want to succeed for myself and the organisation. I strive to make a valuable, positive difference.
Have Fun	<ul style="list-style-type: none"> I bring enthusiasm and positivity to my role. I look for ways to make our working days more enjoyable. I believe that a fun work environment leads to a more healthy work environment.



SELECTION CRITERIA

Applicants must address **ALL** the Selection Criteria (both mandatory and desirable) in this section

MANDATORY

CAPABILITY FRAMEWORK		Personal Attributes	1. Manages self - manages challenging, ambiguous and complex issues calmly and logically; responds to significant, complex and novel challenges with a high level of resilience
		Results	2. Plans and prioritises - establishes broad organisational objectives, ensures these are the focus for all planning and reporting activities to deliver organisational outcomes 3. Thinks and solves problems - applies lateral thinking and develops innovative solutions that have long standing, organisational-wide impact
		People Management	4. Manages reform and change - drives continuous improvement agenda, defines high level objectives and translate these into practical implementation strategies
		Relationships	5. Communicates effectively - articulates complex concepts and puts forward compelling arguments and rationales to all types of audiences
		Business Enablers	6. Needs assessment and planning – undertakes needs assessment and planning activities; develops frameworks for need identification and planning processes

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Other mandatory criteria

7. Knowledge of and commitment to Work Health and Safety, Equal Employment Opportunity, and continuous improvement principles

DESIRABLE

Desirable criteria

8. Post-graduate qualifications in social sciences, public health, epidemiology or related field

APPOINTMENT SUBJECT TO:

1. Completion of 100 point identification check
2. Criminal record clearance
3. Employee confirmation that they do not have a pre-existing injury or illness that would affect their ability to undertake the inherent requirements of this position
4. Current Class C Driver's Licence

PERFORMANCE INDICATORS:

To be established with the Director within the 3 month probationary period.

ACKNOWLEDGEMENT:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name:	
Signature:	
Date:	

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