

## Job Description Form

# Contracting Quality & Outcomes Manager

### Position Details

**Position Number:** 99002114  
**Classification:** Level 8  
**Award / Agreement:** PSA 1992 / PSGOCSAGA 2017  
**Organisational Unit:** Disability Services / Sector Engagement & Development / Contracting, Quality and Outcomes Management  
**Location:** West Perth  
**Classification Evaluation Date:**  
**JDF Review Date:** 11 May 2018

### Reporting Relationships

**This position reports to:**

02005360, Executive Director Sector Engagement & Development, Class 2

### Positions Under Direct Supervision:

This position has the following subordinates:

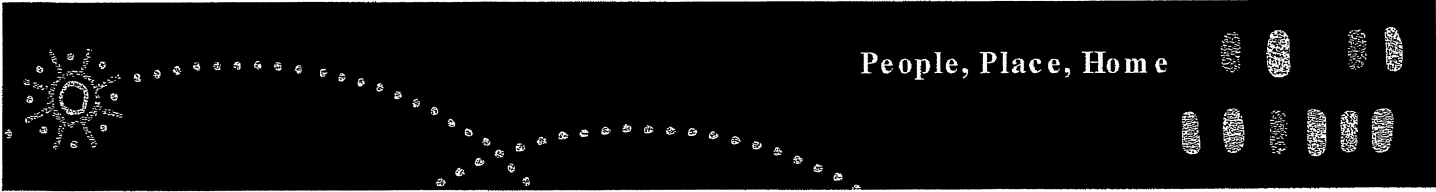
2 x L4 – Contracting & Funding Analyst

1 x L4 – Program Support Officer

1 x L7 – North Area Manager

1 x L7 – South Area Manager

1 x L7 – East Area Manager



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**About the Department**

The Department of Communities' mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department's direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

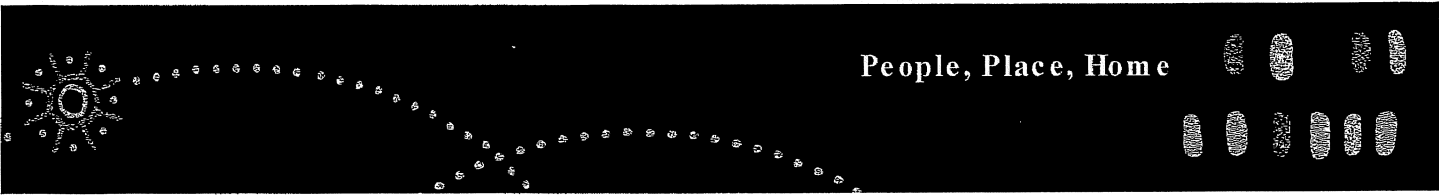
The Department's functions and services include disability services; child protection and family support; social and affordable housing; youth justice; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

**Role Statement**

This position is responsible for leading the Branch to plan, develop and manage contracts with Service Providers to obtain the best possible services for people with disabilities, leads and manages resource allocation across multiple funding streams, manages services development initiatives to support procurement and contract management practices that enhance services to people with disabilities.



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**Duties and Responsibilities**

**1.0 Service Development**

- 1.1 Shapes and manages the strategic projects of sector wide significance relating to strategic purchasing policy and funding methodologies.
- 1.2 Develops risk management framework for procurement of human services and for funded services experiencing viability difficulties, within a sensitive and complex environment.
- 1.3 Shapes and manages the service development and reform initiatives.
- 1.4 Builds and maintains strategic procurement of human services.
- 1.5 Assesses community needs for disability services in conjunction with other relevant directorates and service providers.
- 1.6 Analyses information to make recommendations for new and improved services.
- 1.7 Evaluates existing services and makes recommendations for redevelopment and/or service improvement.

**2.0 Strategic Contracting Within Nominated Branch**

- 2.1 Shapes and manages strategic leadership of contracting processes within the Branch.
- 2.2 Communicates and influences complex contracting negotiations and processes.
- 2.3 Makes recommendations regarding major contracting negotiations to Executive Director.
- 2.4 Provides reports and recommendations regarding contracting strategy to the Assistant Director General and Board.
- 2.5 Monitors ongoing performance of service providers.
- 2.6 Evaluates end of year service provider outputs, outcomes and contract performance in relation to funding targets set for service providers as part of the Service Agreements.
- 2.7 Builds and maintains quality, financial and service benchmarks for purchasing that will further the Department's vision and objectives.

**3.0 Manages Resource Allocation within the Branch**

- 3.1 Provides advice to the Department on significant issues and developments related to community funding programs.
- 3.2 Coordinates strategic reviews and planning of funding that furthers the Department's vision and objectives.
- 3.3 Builds, maintains and reviews funding policies, practices and standards consistent with legislative requirements, Government policy and the Department's vision and objectives.
- 3.4 Develops, coordinates and refines systems and processes across the directorate and the Department's purchasing programs.

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**4.0 Management, Leadership and Communication of the Branch, including direction setting and planning**

- 4.1 Shapes and manages the operations of the Branch including workloads within the branch to ensure the Departments vision and objectives are achieved.
- 4.2 Participates as an executive member of the directorate and contributes to the overall strategic management of the directorate and the Department's vision and objectives.
- 4.3 Translates outcomes from the Department's strategic and business plans and annual operational plans for the Branch and directorate.
- 4.4 Monitors progress of operational plans against stated outcomes to achieve results that will further the Department's strategic objectives.
- 4.5 Undertakes direct supervision, performance management and development of Area Managers and branch staff to achieve results that will further the Department's vision and objectives.
- 4.6 Manages recruitment and selection of staff.
- 4.7 Builds and maintains productive relationships with key stakeholders, internal and external to the Department and conducts regular branch meetings to foster internal communications and teamwork.
- 4.8 Provides project management and consultancy support to specific projects with sector wide significance.

**5.0 Operational Policy Development**

- 5.1 Communicates and translates macro policy development into operational policy.
- 5.2 Contributes to and shapes macro policy development undertaken by the Department.
- 5.3 Consults with service providers in the development and implementation of policy.
- 5.4 Represents the branch and/or directorate on committees and working parties as required.

**Essential Work-Related Requirements (Selection Criteria)**

- 1. Proven track record in service planning, complex negotiation and managing strategy that achieves results.
- 2. Proven track record in resource management and implementing quality, financial and service standards in human services.
- 3. Knowledge and understanding of service design, management and funding of community services.
- 4. Experience shaping and managing strategy in community services.
- 5. Highly developed communication, negotiation and management skills.
- 6. High level conceptual and analytical skills, with experience in policy development including the ability to operationalize strategic policy.

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**Desirable Work-Related Requirements (Selection Criteria)**

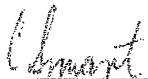
- 1. Experience in procuring and contract managing human and/or community services
- 2. Possession of a relevant tertiary qualification.
  - a. Refer to the 'Special Appointment Requirements' section below

**Essential Eligibility Requirements / Special Appointment Requirements**

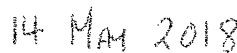
- 1. Appointment is subject to a satisfactory National Police Clearance.
- 2. Candidates possessing international qualifications must provide assessment by the Overseas Qualification Assessment Unit (OQU) from Department of Workforce Development and Training WA or OQU assessment from another state for approval as an equivalent by the Executive Director, Department of Commerce.

**Delegate Certification**

Christine Smart, A/Executive Director Sector Engagement & Development.

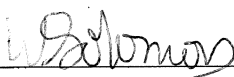


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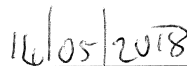


Date

**HR Registration**



Signature



Date