

## POSITION DESCRIPTION

<b>JOB TITLE</b>	Officer - Contracts
<b>REPORTS TO</b>	Manager – Contracts
<b>DATE</b>	01/05/2026
<b>CLASSIFICATION LEVEL</b>	3

## ORGANISATIONAL CONTEXT

Our employees are supported to utilise the breadth of their skills and expertise in achieving the organisation’s goals.

Our employees are community focussed, embrace change, are agile and are solution focused.

Our employees are committed to our organisational values that guide our decision making and behaviours.



## POSITION OBJECTIVE

The Contracts Officer administers contracts for commissioned services providing timely and accurate contract administration to the contract team throughout the contract lifecycle and actively contributing to contract monitoring and coordination activities ensuring accurate and timely information is held within the system for contract execution, management, and reporting.

*For part time roles: This position is typically structured as a full-time role, but the expectations will be adjusted to align with a reduced work schedule in part-time employment. However, the core responsibilities and goals will remain consistent with those of a full-time position.*

## KEY STAKEHOLDERS

External Stakeholders	Internal Stakeholders	Individual Teams
Allied Health providers Commissioned Services Other PHNS Community organisations Other government organisations (eg. Education, DCJ)	Senior Managers and Manager As required	Finance Quality & Governance HIU Provider Success PCTI As required

## KEY RESPONSIBILITIES

### Contract Monitoring

- Administer GP agreements, consultancy agreements, and Primary Mental Health Care (PMHC) contract provider (annual) documentation activity
- Administer the coordination of low-complexity contracts of approximate value under \$50,000
- Administer and deliver the relevant activities and actions from project plans and meetings

### Contract Administration

- Serve as a Folio SuperUser for WentWest, ensuring accurate and timely information is available within the system for contract execution, management, and reporting generation
- Provide informal guidance and formal training to enhance staff capability in using Folio and DocuSign functions
- Update contracts for commissioned services through Folio and DocuSign, ensuring accurate and appropriate data capture within the contract to meet quality and time requirements
- Provide effective contract administration support to the Contracts Manager and Commissioning and Development team more broadly throughout the commissioning lifecycle
- Process invoices to ensure timely payment to providers and maintain accurate records

#### **Contract Reporting**

- Collate, and upload service data accurately using systems such as Folio Excel or related software used by the team. Utilise this information to analyse and interpret provider performance, trends and risks
- Analyse required data to design and deliver KPI and evaluation reports for a portfolio of contracts, drawing on support from the Business and Analyst as required

#### **Other Responsibilities**

- Fulfil additional tasks as reasonably requested, adhering to the broader organisational goals and directives
- Uphold 'best practice' standards in all areas of responsibility, ensuring excellence and efficiency
- Abide by all organisational policies and procedures, contributing to a culture of compliance and integrity
- Prioritise safety of yourself and others in accordance with WentWest's Workplace Health and Safety (WHS) policies and the Workplace Health and Safety Act 2011

**Culture** - Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the WentWest Code of Conduct.

**Finance and Resources** - Manage allocated finance and resources efficiently and effectively in accordance with the WentWest Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, corporate records, intellectual property and personnel records and include the correct retention of data and records.

*WentWest is an evolving organisation of continual improvement. The role scope described is intended as a guide to the responsibilities.*

#### **ADDITIONAL REQUIREMENTS AND TRAVEL REQUIRED**

- Some out of hours work on evenings and weekends will be required for events, meetings or conferences etc.

*Note: Out of hours work should be managed in accordance with WentWest's Flexible Work Policy and employees' hours should be adjusted flexibly to accommodate hours worked outside of core business.*

**MANAGEMENT SYSTEM – QUALITY AND INFORMATION SECURITY**

- Ongoing compliance with WentWest management system requirements
- Responsible for ensuring that all documents that are part of the WentWest management system and assigned to this position are reviewed and updated in accordance with the Control of Documents and Records Policy
- Actively participate in quality improvement initiatives within their teams and across the organisation
- Ongoing compliance with WentWest’s Information Security Policy and the information security components of the WentWest Management System

**QUALIFICATIONS**

- Are not essential in this role.

**SKILLS AND EXPERIENCE**

**Essential**

- 2 years in an administration role OR
- 1 year in a similar role OR
- Degree qualified in health, social science or related field and 12 months administration role or similar
- Strong inter-personal skills, with the ability to build relationships with key stakeholders
- Ability to collaborate and work as part of a team
- Ability work within an environment managing multiple priorities, time pressures and deadlines
- Attention to detail

**Desirable**

- Knowledge of the Australian health or Human Services system
- Experience in contract administration or working in a process driven environment
- Customer Relationship Management (CRM) Systems knowledge (Folio)
- Relationship management skills and ability to develop and nurture positive working relations across teams and agencies

**PRE-APPOINTMENT REQUIREMENTS**

- Right to work in Australia documents (Passport or Birth Certificate with 100 points of ID)
- Certification of any tertiary qualifications and professional memberships
- National Police check completed in the last six months

**WENTWEST VALUES - behaviours and ways of working the organisation sees as critical**

Display an attitude and behave in a manner that is in keeping with our Core Values and through own behaviour and through effective implementation of a positive team-based culture.

**Creativity** – challenge convention

**Leadership** – inspire action

**Equity** – actively overcome barriers

**Excellence** – be the best we can be

**Respect** – understand others