


POSITION DESCRIPTION

JOBS TITLE	Contracts Coordinator (Grade 4) or Contracts Specialist (Grade 5)	
REPORTS TO	Contracts Manager	
DATE	January 2025	
CONTRACT TYPE	Full time Fixed Term Contract (part-time may be considered – 4 days)	
Salary Grade	4 & 5	
ORGANISATONAL CONTEXT		
<p>Our employees are supported to utilise the breadth of their skills and expertise in achieving the organisation’s goals.</p> <p>Our employees are community focussed, embrace change, are agile and are solution focused.</p> <p>Our employees are committed to our organisational values that guide our decision making and behaviours.</p>		
POSITION OBJECTIVE		
<p>Provide timely and accurate contract management, monitoring and evaluation across a portfolio of commissioned services.</p> <p>Partnering with Provider Success Specialists and Program Managers to exchange relevant data and information and work together to ensure quality and consistent contract delivery.</p> <p>The Contracts Specialist will be in addition to the above, working on a portfolio of high financial value, high risk, commercially sensitive and complex commissioned services. Also provide technical contract management coaching to build capability within the contracts team and relevant stakeholders to ensure the successful delivery of commissioned services.</p>		
KEY STAKEHOLDERS		
Contract Coordinators Procurement and Reporting Provider Success Specialists	Data & Reporting Specialist Program Managers/Contract Owners	Finance Quality & Governance HIU
KEY RESPONSIBILITIES		
<p>Contract Monitoring</p> <ul style="list-style-type: none"> Coordinate a portfolio of contracts ensuring effective contract and risk management throughout their lifecycles. This includes long-standing contracts with regular reporting requirements (e.g. Mental Health, AOD, Core Flexi Chronic Disease) and Fee for Service Contracts Collaborate closely with the stakeholder and Provider Success or Program teams to ensure timely and accurate performance monitoring and compliance evaluation. Maintain consistent communication with these stakeholders, providing them with relevant data and information to effectively engage providers 		

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- Collaborate with Stakeholder and Provider Success or Program team members to address escalated complaints against providers
- Coordinate and deliver the activities and actions from project plans and meetings

Contract Administration

- Use internal systems to update contracts for commissioned services ensuring accurate and appropriate data capture within the contract to meet quality and time requirements
- Ensure timely payment to providers in collaboration with Contracts Officers

Contract Reporting

- Collate and upload accurate service data using systems such as Folio, MSD, Excel, or related software used by the team. Utilise this information 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 Reporting Analyst as required

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.

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

LEVEL 5 REQUIREMENTS

The Contracts Specialist will have the same responsibilities as the Contracts Coordinator, however, with a higher level of capability required. Level 5 is distinguished based on:

- Size or complexity of contracts reporting projects (e.g. projects that involve numerous evaluation stages, requirements, and inputs; or are of high financial value)
- Risk level (e.g. high-stakes project outcomes) relationships with other teams across the organisation, fostering collaboration and synergy
- Specialised area knowledge

*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

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- Occasional travel across Western Sydney to fulfil the requirements of the role for travel to providers and other stakeholders across Western Sydney area or as required
- This position will require occasional out of hours work on evenings and weekends for events, meetings or conferences, etc.

MANAGEMENT SYSTEM

- 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

INFORMATION SECURITY MANAGEMENT SYSTEM (ISMS)

- Ongoing compliance with WentWest's Information Security Policy and the information security components of the WentWest Management System.

QUALIFICATIONS

- Tertiary qualifications in health, social science, business OR equivalent experience

SKILLS AND EXPERIENCE

Essential

- Previous experience in a coordinator planning, projects, programs or contract coordination role
- Experience in contract administration or working in a process driven environment
- Strong inter-personal skills, with the ability to build relationships
- Ability to collaborate and work as part of a team
- Ability to work within an environment managing multiple priorities, time pressures and deadlines.
- Experiencing in preparing and reviewing contract documents
- Attention to detail

Desirable

- Knowledge of the Australian health system
- The ability to present information persuasively to different audiences with an understanding of how commissioning can leverage system change and deliver better health outcomes
- Relationship management skills and ability to develop and nurture positive working relations across teams and agencies

In addition to the responsibilities mentioned above, the Contracts Specialist will also be required to fulfil the following duties:

- In depth knowledge of contract coordination and understanding of the complexities of contracts within the health and social sector
- Demonstrated ability to manage stakeholder relationships including contract negotiations and performance discussions
- Demonstrated understanding of general contract management principles and practices

PRE APPOINTMENT REQUIREMENTS – these must be provided prior to offering a position to a candidate

- 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 6 months

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- Working With Children Check

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