

POSITION DESCRIPTION

Position Title:	Contracts Coordinator
Department/Location:	Community and Aged Care
Employment Status (Full-time/part-time/casual/fixed term):	Full-time
Reports To:	Business Manager, Community (and Business Manager, Residential)
Direct Reports:	None
Key Relationships/Interactions:	Internal: Community and Aged Care Leadership Team; Service points; Support Services; Domestic Services Manager; Procurement staff; Diocesan Shared Services
	External: Agencies, Contractors, Suppliers, Funding Bodies; Other Regulatory Bodies.

About Spiritus:

Our **Vision**

To create a more caring, just and inclusive society consistent with the teachings of Christ.

Our **Mission**

As a caring ministry of the Anglican Church we will:

- enrich people's lives through compassionate service and advocacy for social justice in partnership with communities and parishes;
- respond with innovation and courage to the needs of our community, especially those most at risk; and
- demonstrate a passionate and determined commitment to excel as leaders in quality caring service.

Our **Values**

- Dignity:** We accept, value, encourage and empower others to pursue their personal goals
- Respect:** We exhibit profound respect, integrity and humility in all our relationships
- Care:** We demonstrate thoughtful stewardship and take personal responsibility in all we do
- Joy:** We actively embrace opportunities to share, and experience, hope and happiness

Our **Strategic Intent**s

- Exceptional Quality Care:** We will deliver excellent quality services with a commitment to respect the needs and rights of every individual.
- Social Justice:** We will champion social justice through research and advocacy to benefit members of our community, especially those who are disadvantaged.
- Distinctive Culture and People:** We will attract and retain people through a culture which embodies our values and encourages each person to do and be the best they can.
- Robust and Sustainable:** We will ensure our organisation is robust and sustainable with excellent processes and systems.
- Valued Part of the Anglican Church:** We will be recognised as, and have a sense of being, a valued part of the Anglican Church.

Our Environment

Spiritus is an Anglican not-for-profit organisation providing caring and supportive services in partnership with government and other support organisations, to respond to identified needs in our community.

Spiritus is committed to enacting a Christian response to social and community welfare issues and aged and community care needs, particularly with respect to disadvantaged members of the community. Whilst serving the community as a whole we value and respect the needs, rights and personal choices of the individual.

Spiritus is the name for all services operating within the Anglican Community Services which was formed by the combination of St Luke's Nursing Service, Anglican Care of the Aged and Anglicare Southern Queensland.

The Anglican Community Services Commission (ACSC) operates under a Diocesan Governance Canon defining its role in terms of Corporate Governance, Strategic Direction of the organisation and the regulation of Management, and reports to the Archbishop in council. The Canon authorises the ACSC to operate in the areas of community welfare, social justice, health, aged and community care.

All Spiritus services are enhanced and supported by a centralised Shared Services structure.

Position Statement / Overall Purpose:

The major responsibility of the Contracts Coordinator is to develop, implement and oversee standardised frameworks in line with the Diocesan model for contract management across Community and Aged Care, including the development, negotiation, implementation, monitoring, evaluation, compliance, payment and renewal of contracts, to ensure effective and cost-efficient delivery of services and relevant goods to support client and resident-centred care, in accordance with the strategic direction and intents of the organisation, and with the relevant standards. This role works closely and collaboratively with managers at all service points and with funding bodies.

Other key responsibilities include managing costs and identifying risks related to contracting and procurement, robust reporting and database management, and scrutiny of procurement processes. In collaboration with Finance, this role also carries out annual financial audits of service points across Community and Aged Care; and undertakes detailed analyses and audits of business operations across Community and Aged Care where directed, including summaries, recommendations and action plans.

This role will work in accordance with the values of the Spiritus and support core business by providing guidance and advice within this position's specialty area.

Key Selection Criteria: (includes education, experience, skills and knowledge required)

Essential:

1. Contemporary experience in the development, negotiation, implementation, cost management, and ongoing oversight of contracts in a commercial or not-for-profit environment or equivalent.
2. Demonstrated experience in scrutinising, analysing and reporting on the financials of contracted services against budgets, and an ability to challenge anomalies.
3. Strong report writing skills, with the ability to use data from a variety of sources to provide feedback on contract performance to stakeholders.
4. Strong negotiating and influencing skills, and the ability to appropriately hold others to account.
5. Ability to model a values-based personal style that is professional, collaborative and flexible.
6. Ability to develop and maintain productive internal and external relationships.
7. Demonstrated mature interpersonal/communication skills (written and oral) and the ability to motivate and influence others in the achievement of organisational goals within a team environment.

8. Self-motivated with excellent time management abilities.
9. Demonstrated professional qualities of integrity, reliability, initiative and the ability to work proactively with limited supervision, and participate as an active team member.
10. High level analytical and problem-solving skills.
11. Ability to logically and comprehensively conduct financial audits to identify areas of concern, recommend solutions, and prepare action plans.
12. Demonstrated ability to develop and implement effective audit tools to support business outcomes (e.g. controls, processes, policies and systems), and demonstrated evidence of this.
13. Highly developed IT skills relevant to the role.

Highly Regarded:

- Tertiary qualifications in an accounting, legal or business-related discipline.
- Post-graduate qualification or demonstrated experience in a similar role.
- Knowledge of relevant Aged Care standards and Funding requirements or the ability to learn these.

<p>Key Accountabilities and Responsibilities:</p>
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1. Accountability: Contract Management Frameworks

Develop, implement, and oversee contemporary standardised frameworks for contract management across Community and Aged Care, to ensure the effective, compliant and cost-efficient delivery of services and goods.

Responsibilities:

- Facilitate the review of all commercial contracts across Community and Aged Care to ensure compliance with organisational requirements, legal policy and relevant standards.
- Actively critique processes and policies relating to contract management through data interpretation and competent analysis in order to drive improvements through new policies and processes.
- Identify and develop frameworks for establishing whether or not contractors provide an appropriate alternative to paid staff in some circumstances.
- Establish and oversee rigorous processes around the sourcing of contractors.
- Develop and oversee processes for the selection and engagement of contractors, and work collegially with managers to implement these processes.
- Develop and implement suitable benchmarks for measuring the performance of contractors, and introduce appropriate mechanisms for managing non-compliance and poor performance.
- In consultation with key stakeholders, develop strategies and processes that reduce total costs of service delivery, through the use of the most appropriate commercial arrangements and the implementation of best contracting practice.
- Develop, implement and oversee robust standardised reporting in relation to contracts, including quality compliance, and adherence to aged care standards and funding requirements.
- Maintain current knowledge of markets for contracted services including changes to the method of service delivery, capacities and capabilities of contract and industry cost structures.
- Recommend to the Business Managers and the Director Community and Aged Care the terms and conditions for the execution of all contracts to ensure risk levels are contained, service delivery needs are satisfied, and best possible commercial and service outcomes are achieved.

2. Accountability: Contract Management

Work collaboratively with others in the oversight of contract management for goods and services across Community and Aged Care, to ensure the effective, cost-efficient delivery of services and goods, and compliance with relevant aged care standards and funding requirements.

- Work collaboratively with managers to ensure organisational frameworks are adhered to for all contracts.

- Monitor the overall performance of contractors, including Workplace Health and Safety standards, to ensure contract objectives and deliverables are met.
- Support managers where necessary to manage the performance of contractors in accordance with agreed processes, including milestone reviews and action plans.
- Support managers in the administration of the operational aspects of contracts and the day-to-day activities of contractors, to optimise costs, maximise service delivery and minimise risk.
- Understand and manage contract risk and contract deliverables through the provision of expert contract interpretation advice and analysis, management and development of contractual documentation.
- Ensure all contract documentation is unambiguous, conducive to obtaining best value for money. And complies with our policies and the law.
- Create and maintain databases for the management of contracts, and manage the storage of all contract-related documentation.
- Create robust standardised and meaningful progress and evaluation reports that reflect the cost-effectiveness, quality and compliance of contracted services, as well as expenditure against budget.
- Utilise and interpret multiple data sources in various formats, in order to inform, drive business reporting.
- Ensure all contracts remain up to date with any changes in policy and legislation.

3. Accountability: Cost Management

Identify and challenge cost anomalies and imperatives relating to contracts, to ensure contracts are operating within agreed budgets and are best value for money. Make recommendations in relation to correcting any anomalies and support managers to achieve corrective action..

Responsibilities:

- Take a holistic view of contracts across Community and Aged Care to ensure costs are managed appropriately and within benchmarks, and best value for money is achieved.
- Identify and challenge cost anomalies that occur, and notify the Business Managers where appropriate.
- Liaise closely with the Domestic Services Manager and the Services Administration Team to provide support and oversight of contracts; and apply relevant and appropriate controls to contracts in these areas.
- Ensure timeliness of invoicing and payment terms during the progress of contracts.
- Advise the Business Managers and the Director Community and Aged Care of any matters arising out of the commercial aspects of the contracts that affect the financial position of Community and Aged Care.
- Provide meaningful progress and evaluation reports in line with KPI reporting requirements, and as directed by the Business Manager.

4. Accountability: Financial Audits

In collaboration with Finance, conduct annual financial audits of all service points across Community and Aged Care, and other audits where directed.

Responsibilities:

- Work collegially and collaboratively with Finance to conduct annual financial audits of all service points across Community and Aged Care.
- Develop comprehensive reports, recommendations and action plans in conjunction with Finance for the Director of Community and Aged Care.
- Conduct forensic audits and analyses where directed by the Business Managers or the Director of Community and Aged Care; summarise findings and prepare recommendations and action plans.
- In partnership with the Group Manager Practice and Development, ensure the financial audits and the Tier 2 audits are aligned, and that reports are complementary.
- Ensure all reports are produced within agreed timelines, and reflect contemporaneous data.

5. **Other Duties**

- Participate in relevant organisational committees as required.
- Actively pursue, promote and maintain positive interpersonal and positive relationships with Community and Aged Care staff and agencies and persons associated with client and resident care.
- Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within Spiritus Policies and Procedures;
- Take responsibility for pursuing own professional development needs in liaison with and support of the Business Managers.
- Maintain professional and personal confidentiality, fidelity and boundaries at all times, ensuring the privacy of clients, residents, and staff is protected in line with Spiritus policy. Ensure the reputation, viability or profitability of Spiritus is never compromised and is protected at all times.
- The responsibilities of this role also extend to any tasks outlined on a duties list, or any other tasks delegated to the role by the Business Managers or by the Director of Community and Aged Care, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

Delegation of Authority:

- Delegation from the Business Managers in accordance with the Spiritus Delegations of Authority Policy.