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## SA Health Job Pack

<b>Job Title</b>	Children's and Families Program Manager
<b>Job Number</b>	677307
<b>Applications Closing Date</b>	25 January 2019
<b>Region / Division</b>	Northern Adelaide Local Health Network
<b>Health Service</b>	Lyell McEwin Hospital
<b>Location</b>	Elizabeth Vale
<b>Classification</b>	AHP3
<b>Job Status</b>	Temporary Part-Time – 22.5 hours per week up to 16 August 2019
<b>Indicative Total Remuneration*</b>	\$106,477 - \$114,282 p.a. (pro-rata)

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Child Related Employment Screening - **DCSI**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

<b>Full name</b>	Linda Nimmo
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# Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ↪ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ↪ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



## ROLE DESCRIPTION

<b>Role Title:</b>	Children's and Families Program Manager
<b>Classification Code:</b>	AHP-3
<b>LHN/ HN/ SAAS/ DHA:</b>	SA Health – Northern Adelaide LHN
<b>Hospital/ Service/ Cluster</b>	Lyell McEwin Hospital
<b>Division:</b>	Allied Health
<b>Department/Section / Unit/ Ward:</b>	
<b>Role reports to:</b>	
<b>Role Created/ Reviewed Date:</b>	
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > The Children and Families Program Coordinator is responsible to the senior allied health managers and Director of Allied Health for the development, implementation, coordination and evaluation of quality children and family services for the families within the Northern Adelaide Local Health Network. (NALHN)
- > As part of the multidisciplinary team the Children and Families Program Coordinator will provide professional leadership and coordination support to the allied health clinicians providing children and families services across the NALHN service. The Children's and Families program coordinator will contribute to both intra and inter professional activities across the acute services, GP plus services, GP Plus super clinics and other community service sites and will participate in NALHN Children and Families leadership and operational committees.
- > Working with other managers and allied health clinicians the children's and families program coordinator optimises team functioning and service delivery outcomes that positively impact on client health outcomes.

### Key Relationships/ Interactions:

- > Reports to the Director of Allied Health NALHN
- > Reports Professionally to the Senior Allied Health Managers NALHN
- > Works collaboratively with other members of the multidisciplinary teams that make up the children's and families services across multiple sites
- > Liaise with other health professionals, service providers and the communities.

## Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing a busy workload and competing demands requiring the ability to organise and prioritise workload and time.
- > Ability to assist with diverse activities and key accountabilities requiring the ability to work as a member of a team across a number of allied health professionals
- > Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour
- > Maintaining professional boundaries when responding appropriately to client and family/carer expectations

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Responsible in consultation with the senior managers of NALHN Children and Families Services for the coordination and provision of high quality children and families services that are patient /family centred and that maximise functional and health outcomes including:	<ul style="list-style-type: none"><li>&gt; Providing consultancy and advice to management and other health professionals on service delivery development and practice within the Children's and Family Services Division.</li><li>&gt; Developing, reviewing and evaluating service delivery protocols, procedures and resources within a best practice framework within the service stream.</li><li>&gt; Actively participating in and/or coordination of multidisciplinary service team projects, quality activities, research and evaluation programs within the site and or NALHN.</li><li>&gt; Coordinating continuous quality improvement, research and or service development activities to improve services and ensure quality patient outcomes.</li><li>&gt; Collection and entry of required datasets and participating in the review and evaluation of this as required.</li></ul>
Contribute to the delivery and management of the program's effectiveness in conjunction with the senior managers of NALHN Children and Families Services by:	<ul style="list-style-type: none"><li>&gt; Ensuring collection of agreed outcome measures and data sets including: clinical outcome measures; client/carer satisfaction; length of stay within the service; and programme costs.</li><li>&gt; Monitoring and analysing and reporting on the key outcome measures to enable recommendations for improvements of the programme.</li><li>&gt; Monitoring and reporting on the programme's activity levels.</li><li>&gt; Coordinating the development of best practice, multidisciplinary Children's and Families protocols, policies and procedures in conjunction with the senior managers and team members of NALHN Children and Families.</li></ul>
Facilitate effective multi-disciplinary teamwork and communication to facilitate interdisciplinary co-operation and co-ordination of Children's and Families Service activities by:	<ul style="list-style-type: none"><li>&gt; Supporting and coordinating the development of individual multi-disciplinary treatment plans for all clients and their families enrolled in the programme.</li><li>&gt; Supporting the coordinating case conferences and team meetings.</li><li>&gt; Ensuring the maintenance of appropriate documentation standards including timely progress reports and discharge letters.</li></ul>
Maintain and develop personal professional skills and contribute toward overall high standards by:	<ul style="list-style-type: none"><li>&gt; Conforming to the standards and ethics of the appropriate professional body and the code of ethics for Attending and contributing to appropriate educational sessions/seminars and meetings.</li><li>&gt; Actively participating in self-performance appraisal and goal setting.</li></ul>

Promote the Children's and Families' Service within the NALHN, to promote positive client and family centred outcomes by:	<ul style="list-style-type: none"> <li>&gt; Participating in appropriate multi-disciplinary projects within the Health Service.</li> <li>&gt; Participating in research and evaluation programs.</li> <li>&gt; Participating in the development and presentation of information/education sessions with regard to the service.</li> </ul>
Co-ordinate staff orientation programmes and training programmes.	<ul style="list-style-type: none"> <li>&gt; Review with Children's and Families Services required competencies and training requirements and coordinate appropriate training programs as required.</li> <li>&gt; Ensure appropriate orientation systems are in place and effective for staff.</li> </ul>
Contribute to the ongoing commitment to policies and procedures of the NALHN by:	<ul style="list-style-type: none"> <li>&gt; Complying with Occupational Health, Safety and Welfare principles and procedures on a daily basis.</li> <li>&gt; Participating in Quality Improvement activities, including the identification of performance standards and increased efficiencies.</li> <li>&gt; Complying with Equal Employment Opportunity principles and procedures on a daily basis.</li> <li>&gt; Participating in Performance Enhancement activities, including annual performance appraisals.</li> <li>&gt; Ensuring the ongoing training and development of all staff supervised.</li> <li>&gt; Understanding and complying with the LMH Delegations of Authority.</li> <li>&gt; Complying with the Code of Fair Information Practice.</li> <li>&gt; If required by the nature of the work, wearing personal protective equipment and clothing.</li> </ul>
Ensuring that a safe and healthy work environment, free from discrimination is provided for employees by:	<ul style="list-style-type: none"> <li>&gt; Implementing departmental human resource policies.</li> <li>&gt; Ensuring that the principles of Equal Employment Opportunity and Ethical Conduct are a normal part of doing business.</li> <li>&gt; Managing industrial relations issues appropriately as they arise.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

##### Occupational Therapist

Appropriate Degree or equivalent qualification which entitles registration as an Occupational Therapist with the Occupational Therapy Board of SA (up to July 2012) or Occupational Therapy Board of Australia (post July 2012).

##### Physiotherapist

Appropriate Degree or equivalent qualification which entitles registration with the Physiotherapy Board of Australia.

##### Speech Pathologist

Appropriate Degree or equivalent qualification which gives eligibility for full membership of the Speech Pathology Association of Australia

##### Dietitian

Appropriate Degree or equivalent qualification which gives eligibility for full membership of the Dietitians Association of Australia (DAA).

##### Social Worker

Appropriate Degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers.

### **Personal Abilities/Aptitudes/Skills:**

- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the Work Health and Safety Act 2012 (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards.
- > Demonstrated high level interpersonal skills including negotiation, consultation and conflict resolution skills.
- > Demonstrated ability to establish and maintain effective networks and partnerships with a broad range of culturally diverse clients and consult and collaborate effectively with key stakeholders including children and their families, community services/agencies and other service providers within a multidisciplinary setting.
- > Ability to communicate effectively (both verbally and written) with families and staff in a multi-disciplinary team and hospital setting.
- > Demonstrated ability to prepare concise, accurate and timely clinical reports and data
- > Demonstrated skills and abilities in leadership; flexibility; working independently and within an inter-disciplinary team; managing variable workloads and competing priorities; and adapting to changing service provision needs.
- > Demonstrated ability to perform the physical demands of the position and to utilise sound manual handling practices.
- > Demonstrated commitment to improve personal and professional skills through self-directed learning and evaluation in line with NALHN objectives.
- > Demonstrated ability to develop, implement and evaluate continuous quality improvement activities.
- > Demonstrated commitment to the principles and practices of Equal Employment Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the Occupational Health Safety and Welfare Act, utilising AS/NZS 4360 Risk Management, or to an equivalent set of standards."

### **Experience**

- > Experience working in a multidisciplinary team.
- > Experience in liaising with a range of community services.
- > Experience in the development, implementation, and evaluation of policies and procedures.
- > Experience implementing service development and program evaluation.
- > Experience in the co-ordination of a program or service.
- > Broad level of experience working with Microsoft Word processing, spreadsheet or database packages including Access, Excel, and CME.

### **Knowledge**

- > An understanding of the roles and responsibilities of other Allied Health clinicians within the Children's and Families Services.
- > Knowledge of, or exposure to, continuous quality improvement principles and/or methods.
- > Sound knowledge of Occupational Health, Safety & Welfare principles and procedures.
- > Sound knowledge of Quality Management principles and procedures.
- > Working knowledge of Microsoft Applications.
- > Demonstrated knowledge of Northern Region Community resources.

## **DESIRABLE CHARACTERISTICS**

### **Personal Abilities/Aptitudes/Skills:**

- > Demonstrated commitment to excellence and innovation in work practices.

### **Experience**

- > Experience in undertaking research activities within an Allied Health context.

## Knowledge

- > Demonstrated understanding and compliance with NALHN Delegation of Authority.
- > Understanding of evidence based practice, professional standards and legislation affecting health service delivery.

### Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > Prescribed Positions under the Children's Protection Act (1993) must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the Children's Protection Act 1993 or 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 2014 pursuant to the Aged Care Act 2007 (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > May be required to work within other locations of the Northern Adelaide LHN.
- > Out of hours and weekend work, including public holidays will be required
- > Participation in an on-call roster may be required Roster arrangements may be reviewed/varied, in order to meet organisational requirement.
- > Reasonable overtime will be required
- > Support values consistent with the aims of SA Health and the LHN, including honesty, respect and integrity.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*

- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*
- > *SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

### **Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

### **Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### **Cultural Commitment:**

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce

### **White Ribbon**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

### **Resilience**



SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

The implementation of the National Health Reform in 2011 saw the establishment of five Local Health Networks across SA intended to promote, maintain and restore the health of the communities they serve.

The Northern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 3,800 skilled staff provide high quality patient care, education, research and health promoting services.

The Northern Adelaide Local Health Network (NALHN) provides a range of acute and sub acute health services for people of all ages and covers 16 Statistical Local Areas and four Local Government Areas (one of which crosses the Central Adelaide Local Health Network) and includes the following:

- Lyell McEwin Hospital
- Modbury Hospital
- Sub-Acute
- GP Plus Health Care Centres and Super Clinics
- Aboriginal Health Care Services
- Mental Health Services (including two statewide services – Forensics and Older Persons)

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged. Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

**Name:**

**Signature:**

**Date:**

**Version control and change history**

<b>Version</b>	<b>Date from</b>	<b>Date to</b>	<b>Amendment</b>
V1	1/8/2018		Original version.