SA Health Job Pack

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Network Elective Surgery Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Number</td>
<td>631361</td>
</tr>
<tr>
<td>Applications Closing Date</td>
<td>8/9/17</td>
</tr>
<tr>
<td>Region / Division</td>
<td>Central Adelaide Local Health Network</td>
</tr>
<tr>
<td>Health Service</td>
<td>The Royal Adelaide Hospital and The Queen Elizabeth Hospital</td>
</tr>
<tr>
<td>Location</td>
<td>Adelaide and Woodville</td>
</tr>
<tr>
<td>Classification</td>
<td>ASO-8</td>
</tr>
<tr>
<td>Job Status</td>
<td>Permanent full-time</td>
</tr>
<tr>
<td>Indicative Total Remuneration*</td>
<td>$119,945/$124,662</td>
</tr>
</tbody>
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**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**

<table>
<thead>
<tr>
<th>Full name</th>
<th>Mark Chilvers</th>
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<tbody>
<tr>
<td>Phone number</td>
<td>8222 8482</td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:Mark.chilvers@sa.gov.au">Mark.chilvers@sa.gov.au</a></td>
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</table>
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.

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

Role Title: Network Elective Surgery Manager
Classification Code: ASO8
LHN/ HN/ SAAS/ DHA: Central Adelaide Local Health Network
Hospital/ Service/ Cluster: Surgery Directorate
Division: Surgical Specialities
Department/Section / Unit/ Ward: Elective Surgery Strategy
Role reports to: Manager, Business Operations - Surgery
Role Created/ Reviewed Date: July 2017

Criminal History Clearance Requirements:
- Aged (NPC)
- Child- Prescribed (DCSI)
- Vulnerable (NPC)
- General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:
The Network Elective Surgery Manager is a key strategic position within Central Adelaide Local Health Network (CALHN) that is responsible for the coordination of the CALHN Elective Surgery Strategy and the meeting of targets, primarily the National Elective Surgery Target, through the effective leadership of their team. The Network Elective Surgery Manager is accountable for the management of waiting lists across CALHN sites and disciplines, with key objectives that include meeting national wait time targets, maximising theatre efficiency, minimising patient cancellations and maximising throughput of elective cases.

Direct Reports:
- Elective Surgery Manager - RAH
- Elective Surgery Strategy Coordinator - TQEH

Key Relationships/ Interactions:
Internal
- CALHN Executive Group
- CALHN Surgical Clinical Staff – Medical and Nursing
- Elective Surgery Clinical Leads

External
- Other Local Health Networks and government departments relevant to the meeting of CALHN’s surgery targets and initiatives
### Challenges associated with Role:

Major challenges currently associated with the role include:

- Working in the context of major change within SA Health.
- Leading and influencing activities that will realise the meeting of advised targets.

### Delegations:

- Financial and Human Resources delegated level in accordance with CALHN Delegation and Authorisations Documents.

### Resilience:

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

### 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.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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.
- Code of Fair Information Practice.
- 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.
## 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.

## 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.

## 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 Background Screening and National Criminal History Clearance.
- Prescribed Positions under the *Children’s Protection Act* (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for ‘Prescribed Positions’ under the *Children’s Protection Act* 1993 (Cth) or ‘Approved Aged Care Provider Positions’ as defined under the *Accountability Principles* 1998 made in 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.
- This position is located within Central Adelaide Local Health Network
- Must be an Australian resident or hold a current working VISA
- Flexibility and some out of hours work may be required.
- Required to comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Health, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers.
## Key Result Area and Responsibilities

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<thead>
<tr>
<th>Key Result Areas</th>
<th>Major Responsibilities</th>
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| Develop, review, support and manage the CALHN Elective Surgery Strategy and Plan | > Develop, enact and evaluate key network projects as part of the CALHN Elective Surgery Plan to create a service delivery model for elective surgery access.  
> Develop and execute strategies to improve efficiencies and effectiveness in the provision of elective surgery.  
> Ensure patient flow is consistent with the achievement of Department of Health Key Performance Indicators, including equitable service provision for patients across CALHN.  
> Plan and implement systems for improving waiting list management.  
> Develop and support the network planning and service delivery framework for the elective surgery.  
> Facilitate the identification, implementation and evaluation of processes that enhance patient access to elective surgery services in CALHN.  
> Facilitate the development of standardised processes and systems to streamline and improve the flow of patients across CALHN.  
> Ensure and oversee the utilisation of information systems to assist with modelling and planning resources and capacity to manage waiting lists.  
> Identify opportunities for improvements in the delivery of elective surgery via monitoring waiting lists to ensure best practice booking and scheduling.  
> Support the Network Surgical Services Task Force.  
> Collaborate with the Surgical Services Taskforce and Elective Surgery Coordinators to identify priorities for action and ensure completion of these tasks. |
| across RAH & TQE.                                                                 |                                                                                                                                                                                                                                                                                                                                                           |
| Develop, implement and evaluate sustainable systems to improve elective surgery  | > Review and monitor systems that have been implemented at other organisations, locally, nationally and internationally and evaluate their applicability to CALHN.  
> Develop and improve operational efficiencies linked to elective surgery management within hospitals so as to reduce waiting lists, improve timeliness of treatment and maximise throughput of elective cases in as efficient and patient focussed manner as possible.  
> Improve processes and the sustainably delivery of elective surgery related to operating theatres, peri operative assessment, surgical admission suites, day surgery units and overnight stay units that actively manage people waiting for surgery; particularly long wait patients and those with complex health needs. |
| management.                                                                     |                                                                                                                                                                                                                                                                                                                                                           |
| Meeting of assigned and agreed targets.                                         | > Achieve the meeting of the National Elective Surgery Target as set by the National Partnership Agreement.  
> Achieve the meeting of performance indicators as set by CALHN Executive.                                                                                           |
| Reviewing emergency surgery.                                                    | > Review and monitor systems that have been implemented at other organisations, locally, nationally and internationally and evaluate and report their applicability to CALHN.  
> Develop and improve operational efficiencies linked to emergency surgery management within hospitals to improve timeliness of treatment and maximise throughput of cases in as efficient and patient focussed manner as possible. |
| High level reporting, forecasting and communication.                           | > Develop and manage appropriate reporting mechanisms and analytics which will form the basis of the Key Performance Indicators used to measure network performance and achievements against established |
| Establish, manage and improve key stakeholder relationships. | Establishing and maintaining positive working relationships with patients, families, employees and other key stakeholders within both the public and private sector and wider community through effective communication strategies;  
Establishing and maintaining productive relationships with the Department of Health and representatives, the Surgical Services Taskforce, Elective Surgery Clinical Leads and Elective Surgery Coordinators within the Network;  
Effectively liaising, consulting and negotiating with key stakeholders to achieve desired outcomes. |
| Team leadership and management. | Lead and manage team members to achieve excellence in service provisions.  
Provide leadership and support in strategic and operational decision making.  
Build the capability of the surgery strategy function,  
Foster a positive culture and safe working environment.  
Identify, organise and lead effective networks and groups and appropriate training and development activities.  
Monitor and ensure the appropriate planning and management of allocated resources to achieve agreed targets and objectives and support leads to realise impacts and take action to support the outcomes. |
# Knowledge, Skills and Experience

**ESSENTIAL MINIMUM REQUIREMENTS**

**Educational/Vocational Qualifications**

> nil

**Personal Abilities/Aptitudes/Skills:**

> Demonstrated leadership ability to motivate and inspire others to work together as a team to achieve identified outcomes particularly through periods of change.  
> Strong communication and negotiation skills to liaise with key stakeholders at all levels of the organisation.  
> Ability to prioritise and effectively manage time in order to achieve numerous often conflicting deadlines.  
> Ability to lead and work as part of a productive multidisciplinary team as well as in an autonomous capacity with minimal direction.  
> Advanced written and verbal communication skills including report writing and oral presentation.  
> Demonstrated ability to analyse and conceptualise problems and to think laterally to formulate and execute appropriate solutions.  
> 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

**Experience**

> Significant experience in elective surgery management or related field.  
> Extensive experience in the development, implementation and evaluation of complex and high impact policies and procedures including the appropriate consultation.  
> Extensive experience in a range of complex project, policy development and planning work including leading multidisciplinary teams, ideally in the health care sector.  
> Extensive project management experience.  
> Significant experience in quantitative and qualitative analysis of health and business related data.  
> Significant experience in performance monitoring and the implementation of quality improvement methodologies related to health service delivery.  
> Experience in working with health care clinicians.  
> Demonstrated intermediate information technology experience in the Microsoft Office Suite.

**Knowledge**

> Detailed knowledge of private, fee for service and public treatment systems.  
> Detailed knowledge of the South Australian public health system and its operation.  
> Detailed knowledge of South Australian Government policies and procedures and their application in an acute health care setting.  
> Sound knowledge of strategic planning processes.  
> Extensive knowledge of emerging issues in elective surgery and health care in general, particularly in a public health care setting.  
> Knowledge of the health reform agenda and the strategic priorities of CALHN.  
> Sound knowledge of Quality Improvement principles.  
> Sound knowledge of change management principles and practices.
DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

> Tertiary qualifications in health administration, management, business or a related discipline
> Post graduate qualification in health administration, business or related discipline.

Personal Abilities/Aptitudes/Skills:

> Advanced skills in quantitative and qualitative analysis and forecasting of health and business related data.

Experience

> Extensive experience in elective surgery management, the acute care sector and/or quality and safety programs.

Knowledge

> Extensive knowledge of health systems development that will support the network; planning activities in order to meet the priorities of the health service.
> Extensive knowledge and understanding of the challenges faced by the health care sector in relation to quality, safety and accreditation processes.
> Extensive knowledge of process improvement methodology and change concepts including the application of Lean Thinking to health care.
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 Ageing and the Minister for Mental Health and Substance Abuse.

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

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 CALHN Surgery Directorate situated at both the Royal Adelaide and The Queen Elizabeth Hospitals. The services are established under single service, multiple sites arrangements.
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 understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name: [ ] Signature: [ ]

Date: [ ]