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SA Health Job Pack

Job Title	Senior Learning and Development Officer
Eligibility	Open to Everyone
Job Number	714468
Applications Closing Date	28/02/2020
Region / Division	Statewide Clinical Support Services
Health Service	Workforce
Location	Adelaide
Classification	ASO6
Job Status	Full time, ongoing
Total Indicative Remuneration	\$102,564 - \$108,432

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 Human Services Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Working with Children Screening - **DHS**
- 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 - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category C (minimal patient contact)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). [Please click here for further information on these requirements.](#)

Contact Details

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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

Role Title:	Senior Learning and Development Officer		
Classification Code:	ASO6	Position Number	
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Statewide Clinical Support Services (SCSS)		
Division:	Workforce		
Department/Section / Unit/ Ward:			
Role reports to:	Director, Workforce		
Role Created/ Reviewed Date:	February 2020		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (<i>minimal patient contact</i>)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Senior Learning and Development Officer, Workforce is accountable to the Director, Workforce, for providing an operational delivery of learning and development projects across SCSS in order to drive continuous improvement, performance and accountability and a culture that assures the achievement of the organisational workforce goals and objectives.</p> <p>The Senior Learning and Development Officer provides training support across SCSS which contributes to the achievement of SA Government, SA Health and Statewide Clinical Support Services strategic goals and priorities. The position is a pivotal resource in ensuring contemporary and appropriate education to emerging workforce changes and challenges being experienced across SA Health.</p> <p>The Senior Learning and Development Officer is responsible for maintaining an operational focus of the Workforce Learning and Development agenda. The role will focus on:</p> <ul style="list-style-type: none"> • Planning, coordination, implementation and evaluation of staff learning and development programs, across SCSS; • Coordinate the development, delivery and evaluation of a suite of learning and development programs; • Prepare reports of training effectiveness; • Lead the development, review and implementation of HR procedures/policies, plans, strategies and key projects; and • Assist with the development of communication material. <p>The position will work across SCSS to ensure a professional, consistent application of learning and development modules.</p>

The Senior Learning and Development Officer will provide professional advice and support to both Management and services on complex staff training matters.

Direct Reports:

The Senior Learning and Development Officer is accountable to the Director, Workforce.

Key Relationships/ Interactions:

Internal

- Reports to the Director, Workforce
- Works collaboratively and in partnership with key staff within SCSS;
- Provides advice and works closely with other HR / IR Specialists, Business Support within SCSS and across SA Health and with other relevant stakeholders;
- Maintains effective relationships with employees;
- Represents SCSS on committees and forums where required;
- Participates as a member of the Workforce Team, and may be required to participate as a member on a range of forums.

External

- Consults, participates and liaises with staff at all levels across all SA Health and other Government departments;
- Build solid foundational and working relationships where identified with the private sector, external agencies and relevant employee associations.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Supporting a large, complex client base which has significant employee association demands;
- Supporting a significant change and reform agenda;
- Managing multiple historical and significant matters impacting on workloads.

Delegations:

- Nil

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

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 and Young People (Safety) Act 2017 or 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 2014 pursuant to the Aged Care Act 2007 (Cth).
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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.

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 Policy Directive.
- 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.
- Code of Fair Information Practice.
- 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.

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.

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.

Cultural Commitment:

CALHN 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, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Project Management	<p>Co-ordinate and support workforce planning and strategy development specific to the needs of SCSS by:</p> <ul style="list-style-type: none"> • Providing senior level operational human resource project management, advice and services that result in improved workforce service delivery and best practice human resource processes and systems. • Implementing local workforce learning and development strategies in line with SA Health / SA Public Sector, Talent Management and contribute to the development of attraction and retention strategies for workforce groups within the service. • Lead and contribute to the development, implementation and evaluation of SCSS wide learning and developments plans and policies, ensuring local implementation is tailored to suit the needs of SA Health. • Lead and contribute to significant workforce projects as required at SA Health-wide level. • Contribute to the development of strategies which improve workforce management; • Development of learning and development practices including the review of practices to ensure a consistent approach is developed and maintained. • Providing contribution to the development, implementation and evaluation of SCSS and SA Health human resources plans, policies and procedures, ensuring local implementation is tailored to suit the needs of the business.
Team Membership	<p>Participate, motivate and inspire team members to achieve excellence in service provision by:</p> <ul style="list-style-type: none"> • Fostering a positive culture and safe working environment. • Collaborating, and consulting with relevant stakeholders to ensure that reports, information and analysis is available and appropriate to support business decisions. • Identifying, organising and leading effective networks and groups, and appropriate training and development activities. • Ensuring the effective management of human, financial and physical resources within scope of delegation / responsibility through contributing to budget preparation. • Monitoring and reporting on and ensuring the appropriate planning and management of, allocated resources to achieve agreed business objectives and supporting portfolio leads to realise impacts and take action to support the outcomes.
Continuous Improvement	<p>Ensure the quality of HR functions is continually evaluated and improved through:</p> <ul style="list-style-type: none"> • Fostering a culture of risk awareness and responsiveness in relation to workforce risks. • Providing support to HR related aspects of quality accreditation processes. • Monitoring, evaluating, reporting and continuous improvement of services.

	<ul style="list-style-type: none"> • Identifying key performance indicators and best practice benchmarks that will inform the development of improvements in efficiency and effectiveness of HR performance. • Maintaining both internal and external relationships to capitalise on the knowledge of others. Also contributing in this way in other forums and associations.
Project/Policy Effectiveness	<p>Ensure the activities of Workforce are customer focussed by:</p> <ul style="list-style-type: none"> • Participating in an integrated team approach and culture inclusive of other locally based Workforce functions (ie HR Administration, Industrial Relations, Workforce Health etc), which is highly responsive to the needs of business partners and external clients. • Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). • Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Occupational Health, Safety and Welfare Act 1986, Awards and Enterprise Agreements. • Demonstrating appropriate behaviours which reflect a commitment to the LHN and SA Health values and strategic directions. • Participating in the organisation's Performance Review and Development program which will include a regular review of employee's performance against the responsibilities and outcomes of their position. • Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- N/A

Personal Abilities/Aptitudes/Skills:

- Develop and deliver high quality training programs.
- Provide high level of interpersonal, skills which engender trust, cooperation and confidence in customers and staff, and which gain the commitment of others to change.
- Influence employees and services to facilitate outcomes required by the organisation. This will include the ability to present to groups of clients and manage responses and issues as they arise.
- Apply high level effective written and verbal communication skills to ensure positive outcomes for Workforce.
- Interpersonal skills to positively build effective working relationships, drive engagement, motivate staff, and influence culture.
- Ability to manage small projects and activities simultaneously, allocating time and resources appropriately to manage workload.
- Identify and promote change and organisational development strategies and initiatives, and provide operational implementation of change management processes in a challenging environment.
- Critically analyse information, problems and situations, think laterally and develop creative and practical solutions that enhance operational efficiency and business outcomes.
- Adhere 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

- The creation and delivery of learning packages.
- Collaborating and consulting with subject matter experts to obtain relevant information for training topics.
- Providing, direction and expert advice to employees including both staff and Management on a wide range of Human Resource Management matters.
- Formulating, developing, implementing and evaluating Human Resource plans, policies, projects and strategies, including those of organisational or government significance.
- Promoting, fostering and maintaining positive and beneficial networks and relationships, establishing credibility with clients and stakeholders, within the public and private sectors.
- Interpreting awards, legislation and policies and applying them successfully to deliver and meet business outcomes.

Knowledge

- Have sound knowledge of training and development principles and practices.
- Sound knowledge and practical application of legislative and industrial requirements relevant to the position.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Appropriate postsecondary qualification in Human Resource Management or Project Learning Development or a related discipline, OR significant experience in the area of training and development.

Personal Abilities/Aptitudes/Skills:

- Ability to work in a complex and challenging environment, through proven prioritisation skills, and resilience.

Experience

- Working as a generalist Senior HR practitioner or Senior HR Project Officer.

Knowledge

- A working knowledge of Project Management within the SA Public Sector specifically within the Health Industry.

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 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.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial

sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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:** _____

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	06/01/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	07/01/2019		Statement regarding Financial recovery plan added to Organisational context for CALHN White Ribbon statement included Cultural Commitment statement included Child protection legislation " <i>Children and Young People (Safety) Act 2017</i> " updated under Special Conditions Link to HR Delegations and Financial Delegations included under Delegations Statement regarding South Australian Charter of Health Care Rights included under General Requirements Minor formatting with order of information amended.
V6	06/3/2019		Immunisation Risk Category checkbox has been included Statement regarding immunisation requirements has been included under Special conditions – " <i>Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.</i> "