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## SA Health Job Pack

Job Title	Senior Business Consultant
Eligibility	Open to Everyone
Job Number	711830
Applications Closing Date	3/4/20
Region / Division	Central Adelaide Local Health Network
Health Service	The Royal Adelaide Hospital
Location	Adelaide
Classification	ASO-6
Job Status	Full-time temporary up to 20/8/20
Total Indicative Remuneration	\$102,564/\$108,432 (pro rata)

## Contact Details

Full name	Brenton Johnson
Phone number	7074 0173
Email address	Brenton.johnson@sa.gov.au

## 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:

- 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](http://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.](#)

# 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>	Senior Business Consultant		
<b>Classification Code:</b>	ASO6	Position Number	M42919
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	Royal Adelaide Hospital / The Queen Elizabeth Hospital		
<b>Division:</b>	Critical Care Services		
<b>Department/Section / Unit/ Ward:</b>	Business Support Services		
<b>Role reports to:</b>	Manager, Business Operations		
<b>Role Created/ Reviewed Date:</b>	01/02/2018		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</b>	<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 (minimal patient contact)		

## ROLE CONTEXT

<b>Primary Objective(s) of role:</b>
<p>The Senior Business Consultant uses their business operations knowledge and expertise to provide operational leadership, governance, and direction for business support services across the Directorate. In collaboration with the Manager, Business Operations, Critical Care Services for Central Adelaide Local Health Network (CALHN) the Senior Business Consultant will be operationally accountable for the business support services for the Directorate.</p> <p>The position is responsible for:</p> <ul style="list-style-type: none"> <li>Delivering strong and inspiring leadership and effective management for the provision of safe, legislative, policy driven, best practice business support services for the Directorate across CALHN.</li> <li>Delivery business support services in line with the operational plans and policies consistent with Government policy, SA Health priorities and directions and best practice.</li> <li>Ensuring policies, standards and practice comply with legal, industrial and professional requirements and are consistent with the operational direction of Business Support Services across Central Adelaide LHN.</li> <li>In collaboration with the Manager, Business Operations, Critical Care Services CALHN, ensure the operational plans for the provision of business support services are consistent with the strategic and operational directions of the LHN and SA Health.</li> <li>Facilitating and delivering, in conjunction with the Business Support and Administrative Teams, a team approach to service delivery and quality customer service, with the aim of ensuring the provision of best practice, cost effective, standardised business support services to customers across CALHN</li> <li>Promoting and delivering training/teaching and development for Business Support Services across the Directorate.</li> </ul> <p>The Senior Business Consultant as a senior administrative leader is also responsible for the provision of a consulting and advisory service, maintain professional development at a leadership level.</p>

**Direct Reports:**

The Senior Business Consultant,

- Reports directly to the Manager, Business Operations, Critical Care Services, CALHN

**Key Relationships/ Interactions:**Internal

- Works in partnership with the Manager, Business Operations and Business Consultant to ensure that operational imperatives for Business Support Services across CALHN are delivered within the Directorate.
- Works collaboratively with the clinical, clinical support and non-clinical teams in the delivery of business services to the Directorate.
- Works collaboratively with other business support staff, operational services, finance, workforce and procurement across the Organisation and Government.
- Maintains cooperative and productive working relationships with all members of the business support and administrative team
- A required member of the Business Support leadership group and committees, and other committees as delegated as a senior representative of Business Support Services.
- Other internal committees, meetings and working parties a directed by the Manager, Business Operations and where a representative of Business Support and Administrative Services is required.

External

- Liaison with SA Health, other Local Health Networks, Government Agencies, private sector organisations, and internal/external clients of the health service on behalf of the Directorate.
- May be required to attend external meeting as a representative of Business Services for the Directorate across Central Adelaide LHN

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- Assisting clinical services to manage within an allocated budget
- Consideration and planning for the impact on Business Support and Administrative Services of changes within other Directorates, the Network and across SA Health as a result of Health reforms.
- Ongoing development and improvement of service delivery

**Delegations:**

**Delegated Level** in accordance with CALHN's Delegation of Authority Document

### 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.
- Although initially based at one of the Central Adelaide Local Health Network Sites, the incumbent may be required to work at any site of the Central Adelaide Local Health Network.
- A current driver's licence and a willingness to drive a government vehicle is highly desirable.
- A formal performance appraisal will be conducted annually

### 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 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.

### 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
<p><b>Provision of effective and proficient Business Support Service</b></p>	<ul style="list-style-type: none"> <li>• Developing and maintaining Business Finance Consultancy service consistent with policies and procedures for Business Support Services, CALHN and SA Health.</li> <li>• Ensuring statistical and Casemix related data is maintained and analysed including setting patient activity targets that relate to budget and resource allocation.</li> <li>• Negotiating with Corporate Finance, Departmental Directors/Heads, Managers for the preparation and development of financial and activity budget submissions and business cases.</li> <li>• Undertaking financial modelling and economic analyses on proposed and existing procedures, practices, alternative resource usage or planned services and programs.</li> <li>• Providing advice and consultancy service regarding financial and activity performance with Directors, Heads of Unit, Clinical Nurse Consultants and cost centre managers.</li> <li>• Identifying and liaising with Corporate Finance regarding funding anomalies including correct debiting/crediting of expenses and revenue.</li> <li>• Analysing, reviewing and interpreting the results of monthly financial, activity and costing data to prepare comprehensive reporting which, investigates variances and proposes strategies including correcting fluctuations or adverse trends and projecting outcomes.</li> <li>• Certifying the availability of funds for requisitions of a material value, invoices, staff appointments and journal approvals.</li> <li>• Collaborating with specialists in the areas of customer service, human resource, industrial relations, information management, EEO and Work Health Safety to provide advice and consultancy to all directorate staff disciplines and affiliated agencies.</li> <li>• Maintaining a framework across the Directorate for the implementation of SA Health, CALHN, Hospital and Directorate Human Resource policies and procedures concerning program review and development, performance management and orientation.</li> <li>• Developing and managing staff establishment plans including contributing to the preparation and review of business plans.</li> <li>• Ensuring practices and procedures comply with variations to Enterprise Agreements and Awards including managing staff appointments, salary classifications, conditions of employment, recruitment, selection and appointment, orientation, training and development of the Directorate's staff.</li> <li>• Ensuring the Directorate's work practices comply with relevant policies, procedures, Delegations of Authority, and related legislative requirements.</li> <li>• Ensure optimum utilisation of workforce resources including undertaking workforce review and design on proposed and existing procedures, practices, alternative resource usage or planned services and programs.</li> <li>• Contribute to quality improvement activities, including identifying key performance indicators, analysing, reviewing and interpreting results of monthly FTE, leave and Workforce reports, investigating major variances and correcting significant fluctuations or adverse trends, projecting outcomes, developing and proposing strategies.</li> <li>• Contributing to negotiations with Directors, Heads of Units and Cost Centre Managers as part of the annual budget process and workforce reporting.</li> </ul>

<p><b>Contribute to the Directorate meeting its administrative and internal/external reporting requirements</b></p>	<ul style="list-style-type: none"> <li>• Developing and maintaining an organisational structure and work practices that supports administrative and clerical service delivery and efficiency.</li> <li>• Establishing and maintaining recording/reporting systems within the Directorate that accurately reflect its activity and business operations as well as to evaluate performance and implement improvements.</li> <li>• Ensuring reports on resource utilisation and performance are regularly provided to Directorate Executive, Corporate Finance and Workforce.</li> <li>• Ensuring the Directorate's information systems are developed and maintained including proposing and recommending modifications to the procedures and processes.</li> <li>• Monitoring and reporting FTE changes and requests within budgeted FTE including assisting and supporting Nursing KPI reporting.</li> <li>• Ensuring the Directorate's administrative guidelines are current and consistent with and Operational Workforce Instructions, Local Health Network and Hospital standards, processes and procedures.</li> <li>• Leading, supervising and inspiring team members including supporting individual staff members' professional development and awareness of responsibilities associated with SA Health, CALHN, Hospital and Directorate policies and procedures.</li> <li>• Managing staff Performance Review and Development including undertaking regular staff appraisal and providing ongoing performance feedback.</li> <li>• Managing administrative staff recruitment programs including ensuring effective and equitable staff resource deployment and that administrative and clerical staff have the necessary training, facilities, resources and delegated authority to effectively carry out their responsibilities.</li> </ul>
<p><b>Facilitate the Directorate enhancing its performance and practices.</b></p>	<ul style="list-style-type: none"> <li>• In conjunction with the Manager Business Operations and other relevant managers, contribute to the development and management of the Service's business plans, including investigating and implementing responses to internal and external service agreements.</li> <li>• Undertaking performance benchmarking to identify and implement opportunities that are consistent with the Services' strategic direction and which will enable continuous improvement of Central Adelaide Local Health Network outcomes.</li> <li>• Contributing and assisting in the quality assurance and risk management process including the development and implementation of quality improvement strategies for service at both sites.</li> <li>• Ensure optimum utilisation of workforce resources including undertaking workforce review and design on proposed and existing procedures, practices, alternative resource usage or planned services and programs.</li> <li>• Ensuring the Directorate's work practices comply with relevant policies, procedures, Delegations of Authority, and related legislative requirements.</li> <li>• Undertaking investigations and developing regular exception reports that produce future variances and trend analysis, expenditure projections and activity outcomes including developing strategies, proposals and recommendations to correct adverse trends.</li> <li>• Collaborating with specialists in the areas of customer service, human resource, industrial relations, information management, EEO and Work Health Safety to provide advice and consultancy across the directorate.</li> <li>• Ensuring a framework across the Directorate for the implementation of SA Health, CALHN, Hospital and Directorate Human Resource policies</li> </ul>



	<p>and procedures concerning performance review and development, and orientation.</p> <ul style="list-style-type: none"><li>• Managing the development and review of staff establishment and business plans.</li><li>• Leading and participating in projects aimed at improving the Clinical Services workforce utilisation, business and administrative operations.</li><li>• Providing effective leadership and support to staff including co-ordinating both human and material resources.</li><li>• Leading quality improvement activities, including identification and application of key performance indicators.</li><li>• Leading and supervising team members including ongoing performance feedback, supporting individual staff member's professional development and awareness of responsibilities associated with SA Health, CALHN, Hospital and Directorate policies and procedures.</li><li>• Managing recruitment programs including ensuring effective and equitable staff resource deployment and those individuals have the necessary training, facilities and resources to effectively carry out their responsibilities.</li></ul>
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## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- Must hold or be working towards an appropriate Tertiary Qualification in Accounting, Commerce, Business, Economics or related discipline

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

- Proven ability to communicate and negotiate effectively and concisely, orally and in writing, with all levels of management, staff and internal/external personnel.
- Ability to present to a wide range of audiences
- Ability to persevere to achieve goals, stay calm under pressure and be open to feedback
- Initiative, drive and commitment.
- Proven ability to work without direct supervision.
- A commitment and dedication to quality customer service provision.
- Demonstrated commitment to continuous professional development.
- Proven ability to lead, motivate and manage staff.
- Demonstrate a high degree of initiative, drive and ability to work without direct supervision.
- Ability to cope with competing demands, prioritise work and meet deadlines.
- Demonstrated ability to be a strong team player and to work effectively as a member of a team.
- Intermediate level across the Microsoft suite of applications.

#### **Experience**

- Experience in the leadership and management of staff.
- Demonstrated experience as a change agent and managing the implementation of changes to policies, procedures and processes.
- Demonstrated experience in workforce management.
- Experience in developing and monitoring staff plans.
- Experience in the use and application of computer software packages, particularly Microsoft and databases.
- Experience in management accounting, budget preparation, analysis and reporting.
- Experience negotiating agreed outcomes.
- Experience undertaking investigations and reports.
- Experience in the interpretation and application of legislation, standards and policies at an operational level.

#### **Knowledge**

- Knowledge of budgetary principles and processes.
- Understanding of the principles associated with activity based budgets and costings.
- Knowledge and understanding of quality improvement principles and techniques.
- Knowledge and understanding of risk and safety management systems, standards and responsibilities as they relate to a supervisory/management role.
- Knowledge and application of current Human Resource Management practices.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- Appropriate tertiary qualification (eg Accounting, Business, Commerce or Related Discipline).
- Post-graduate qualifications, CPA or similar professional association membership.

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

- Nil

### **Experience**

- Experience of working within a clinical environment, in particular an acute teaching hospital.
- Experience of working with and analysing activity based funding and costing models.

### **Knowledge**

- Knowledge of the SA Health Care Plan, Enterprise Bargaining Agreements and Awards relative to SA Health Employees.
- Knowledge and understanding of the Treasurer's instructions and other public sector legislation relating to health care provision and operations.
- Understanding of administrative policies, procedures and standards in a public hospital.
- Knowledge of current workforce planning techniques.
- Knowledge of and understanding of patient costing and Casemix principles

## 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 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.

### 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.

**Health Network/ Division/ Department:**

Critical Care Services incorporates the following clinical services:

- Emergency Services
- Trauma Services
- Intensive Care Services
- Medical Emergency Response
- Anaesthetic (Medical) Services
- Acute and Chronic Pain
- Hyperbaric Medicine

With over 1200 employees from various employment groups such as Medical, Nursing, Allied Health, Administration, Scientific, Technical and Health Ancillary, Critical Care Services is one of the largest Directorates within the Central Adelaide Local Health Network.

Critical Care Services is also responsible for the research activities undertaken by the clinical services and also consists of several special purpose funds.

Critical Care Services operates services at both the RAH and TQEH, with some services providing outreach support to intra and interstate communities.

## 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.

<b>Patient Centred:</b>	Our patients are the reason we are here and we will provide the best service to our patients and customers
<b>Team Work:</b>	We value each other and work as a team to provide the best care for our patients
<b>Respect:</b>	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
<b>Professionalism:</b>	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:** Brenton Johnson

**Role Title:** Manager Business Operations



**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:**