Government of South Australia
SA Health

ROLE DESCRIPTION

Role Title:	Graduate Project Officer, Commissioning and Performance
Classification Code:	ASO3
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Hospital/ Service/ Cluster:	N/A
Division:	Commissioning and Performance
Department/Section / Unit/ Ward:	Commissioning and Performance
Role reports to:	ASO8 Manager
Role Created/ Reviewed Date:	October 2026
Criminal and Relevant History Screening:	☐ Aged Care Sector (DHS) ☐ Working With Children Check (WWCC) (DHS) ☐ National Disability Insurance Scheme Worker Screening check (DHS) ☒ Nationally Coordinated Criminal History Check (NCCHC) ☐ Protective Security Clearance
Immunisation Risk Category Requirements:	☐ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☒ Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

- The Graduate Project Officer, Commissioning and Performance will contribute to work across the division by assisting in day-to-day operations and long-term strategic projects.
- Graduates will be assigned to different operating teams on a rotating basis providing an opportunity to understand the broad functions of the Division.
- This role will involve preparing reports, briefing notes, and actively contributing to divisional business plan projects, providing timely, accurate, and evidence-based advice and contributing to data analysis, finance, economic or statistical analysis on matters related to the Commissioning and Performance Division functions.

Direct Reports:

- Nil

Key Relationships/ Interactions:

Internal

- Maintains cooperative and productive working relationships with relevant staff within the Commissioning and Performance Division.
- The role is required to liaise with Department for Health and Wellbeing staff to understand their information requirements, negotiate timeframes, and respond to routine reporting requirements.

External

> The position will be required to liaise with staff across Local Health Networks, non–government organisations, private organisations, other public sector agencies, Commonwealth agencies and external project stakeholders.
Challenges associated with Role:
Major challenges currently associated with the role include: > **Learning Curve:** Navigate a steep learning curve to grasp organisational processes, policies, and public health system specific knowledge. > **Time Management:** Efficiently balance multiple responsibilities, meeting deadlines for reports, projects, and advice provision. > **Professional Growth:** Embrace opportunities for continuous learning, development and networking to overcome challenges and thrive in the role.

Delegations:
> Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Planning and Commissioning	> Contribute to the implementation of the commissioning framework within the Commissioning and Performance Division. > Contribute to the development of commissioning plans, commissioning documentation and strategies. > Contribute to the synthesis, analysis, interpretation and presentation of qualitative data related to population health needs, disease patterns and profiles, clinical service utilisation patterns. > Support the preparation of projection models used in the development of clinical service planning priorities and the delivery of best possible patient and system outcomes.
Data, Analytics, and Insights	> Assist in the curation, engineering and reporting of data by applying data engineering and data consumption enablement practices. > Undertake data analysis to generate insights relevant to health system operations. > Assist with data governance, including supporting co-ordination of data linkage projects and other research data applications. > Assist with statistical data linkage projects and clerical review, contributing to the improvement in linkage methodologies.

Funding and Performance	> Support the Branch through research, analysis and administrative activities that inform the development and implementation of legislation, funding rules, policies and guidelines for SA Health. > Develop relationships with LHNs and other stakeholders to facilitate information flows on the interplay between the national funding model and state funding model for health care. > Assist in relevant projects, Departmental and Divisional workgroups and committees to support project activities and problem resolution. > Assist in the data collection, analysis and reporting of a range of performance indicators. > Assist in routine reporting functions. > Undertake research and evaluation activities by utilising internet and literature searches and critical analysis of published research and service initiatives.
Finance	> Assist the branch with budget preparation, forecasting, and financial reporting by gathering, analysing, and presenting financial data. > Support accounts payable and receivable processes, including invoice processing, reconciliations, and responding to enquiries. > Contribute to financial analysis and business planning activities by identifying trends, risks, and opportunities to inform decision-making. > Assist the branch with financial processes, maintaining accurate records, and ensuring compliance with relevant policies, procedures, and governance requirements.
Continuous Improvement	> Participate in a culture within the Commissioning and Performance Division where there is an expectation of excellence in customer service, product delivery and professionalism. > Monitor own performance to ensure that work is appropriately prioritised and completed on schedule to meet operational requirements.
Team membership	> Actively contribute to the overall effectiveness and efficiency of the Commissioning and Performance Division. > Participate in team meetings, providing valuable insights and supporting team objectives. > Engage in professional development opportunities to enhance procurement and supply chain knowledge and public sector expertise. > Embrace a collaborative and inclusive team culture, reflecting the values of the South Australian Public Sector.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

> A tertiary level qualification

Personal Abilities/Aptitudes/Skills:

> Ability to work under limited direction and to effectively prioritise work activities to achieve objectives and meet deadlines.
> Ability to communicate clearly in writing, particularly drafting business communication such as emails, reports, letters, and technical documentation, whilst complying with relevant probity requirements.

- Ability to research and analyse information, including the ability to access data, and to summarise information concisely and accurately.
- Proven ability to work effectively in a team environment and achieve agreed objectives.

Experience:

- Understanding of obligations when dealing with confidential information and managing disclosure of sensitive information in a commercial context and/or a politically sensitive environment
- Experience in the use of the MS Office suite of software products.
- Experience working with others in a team environment to achieve successful outcomes.
- Experience undertaking research and analysis to identify trends.

Knowledge:

- Basic knowledge of the methodologies to capture data and assess evidence, including quantitative and qualitative approaches.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- N/A.

Personal Abilities/Aptitudes/Skills:

- Ability to prioritise and manage multiple tasks simultaneously, so that project milestones are achieved.
- Ability proactively to initiate stakeholder communication so that expectations are effectively managed.

Experience:

- Health care industry background and/or experience working with clinical and administrative systems or datasets.

Knowledge:

- Knowledge of the South Australian Health System.
- Understanding of project management methodologies.
- Knowledge of other tools such as SQL,Python, R, Power BI, Tableau; processes such as ETL.

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have the satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive* or its successor.
- **Appointment is subject to immunisation risk category requirements (see page 1). 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 for Health Care Workers in South Australia Policy Directive.*
- Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- *Children and Young People (Safety) Act 2017* (SA) '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.

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 and 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 always 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., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern 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 Commissioning and Performance Division drives community value through the effective commissioning of health services to meet community needs. It takes a strategic, evidence-based approach in identifying health and wellbeing outcomes that need to be achieved, and then designing, implementing and managing a system to enable these outcomes to be delivered within available resources.

With an integrated approach to funding and purchasing, performance management and broader relationship management, it is the focal point for provider relationships between the Department for Health and Wellbeing, Local Health Networks, SA Ambulance Service, Statewide Clinical Support Services and non-government organisations.

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.

Version	Date from	Date to	Amendment
V1	28/09/2023	28/09/25	Original version for C&P graduate AS03