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SA Health Job Pack

Job Title	Project Support Officer
Eligibility	Open to Everyone
Job Number	720330
Applications Closing Date	Saturday, 4 April 2020
Region / Division	Wellbeing SA
Health Service	Integrated Care Systems
Location	Adelaide
Classification	ASO4
Job Status	Full Time / Ongoing
Salary	\$72,135-\$75,616

Contact Details

Full name	Lynette Pugh
Position Title	Director Community Systems & Service Improvement
Phone number	82072460
Email address	Lynette.Pugh2@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	No
Vulnerable Person-Related Employment Screening - NPC	No
Aged Care Sector Employment Screening - NPC	No
General Employment Probity Check - NPC	Yes

Further information is available on the SA Health careers website at <https://www.sahealthcareers.com.au/information/>, or by referring to the nominated contact person above.

Immunisation Risk Category

Category C (minimal patient contact)

Salary

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

Role Title:	Project Support Officer (M44096)
Classification Code:	ASO4
LHN/ HN/ SAAS/ DHA:	Wellbeing SA
Hospital/ Service/ Cluster	Community Services, Partnerships Unit
Division:	
Department/Section / Unit/ Ward:	Integrated Care Systems
Role reports to:	Project Manager, NDIS
Role Created/ Reviewed Date:	06 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)

ROLE CONTEXT

Primary Objective(s) of role:

- > The Project Support Officer reports to and will be responsible to the Project Manager, NDIS for implementing of a range of strategic project and policy activities relating to the community care and services Portfolio.
- > The Project Support Officer will be responsible for supporting project managers/ Manager in the delivery of minor community care focussed projects and established programs (Commonwealth and State) that impact hospital avoidance and supported discharge strategies for SA Health by undertaking research and investigative activities, collating information and preparing reports for development and implementation. ,
- > The Project Support Officer has administrative and executive officer responsibilities and is responsible for arranging meetings, the taking of minutes, preparation of agenda items, reports (including collation, analysis and presentation of portfolio related data), and briefings and will monitor and ensure timely follow up of outstanding actions, and ensure effective records (Objective) management.

Direct Reports:

- > N/A

Key Relationships/ Interactions:

Internal

- > Maintains cooperative and productive working relationships with the Project Manager, NDIS and maintains close working relationships with the staff of Integrated Care Systems Directorate and across Wellbeing SA and the Department for Health and Wellbeing.

External

- > Maintains effective collaborative working relationships with multiple stakeholders in health, public and private organisations and the general public.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Balancing competing priorities and tight timeframes to deliver high quality outcomes.
- > Working within limited directions and within broadly defined guidelines exercising a degree of autonomy and proactiveness in the discharge of duties.
- > Establishing and maintaining effective working relationships across Wellbeing SA and the Department for Health and Wellbeing.

Delegations:
> N/A

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provision of a high level administration service to the Community Services Partnerships Unit and Integrated Care Systems Directorate as required.	<ul style="list-style-type: none"> > Providing high level administrative and executive officer support for meetings and conferences including taking of minutes, preparation of agenda items, reports (including collation, analysis and presentation of portfolio related data), briefings and correspondence and undertaking and monitoring appropriate follow up action for Committees within the set timeframes. > Maintain Objective records management practices by complying with relevant records management policies and practices. > Managing the flow of relevant correspondence and briefings using Objective, record all incoming and outgoing files, ensuring that deadlines are met and maintaining a confidential records system. > Developing, implementing and maintaining systems and procedures that relate to effective performance in office management, evaluating systems and procedures and implementing change as required to meet new or increased demands. > Maintaining effective and consultative working relationships with management and other key stakeholders. > Using initiative and judgement to ensure that important issues in communication and business processes are identified and acted upon
Provide project support by contributing to the development, implementation and monitoring of minor projects and established programs relating to the community care and services portfolio:	<ul style="list-style-type: none"> > Undertaking investigative and minor projects and research activities including timely literature and electronic data searches, collation and presentation of information, writing of reports and the preparation of routine correspondence as required. > Monitoring & reporting on progress of projects/programs by establishing appropriate information systems for reporting > Participating as a team member and taking responsibility for assigned project elements in the accurate development of project plans, project processes and time lines, teleconferences and meetings (with Commonwealth and State colleagues) resolution of issues and achievement of project outcomes. > Researching information, collating data, drafting responses and providing status reports on outstanding issues, as required. > Liaising with project managers, internal and external business units, agencies and service providers for information and progress updates. > Promoting and supporting communication across projects. > Establishing and maintaining appropriate information systems which support regular monitoring and reporting on progress of projects against plans.
Contribute to the oversight of projects relating to the community services and care portfolio through:	<ul style="list-style-type: none"> > Proactive and responsive assistance to the Community Services Partnerships unit in implementing approved projects and strategies which may be complex in nature. > Use of project management methodology determined by the Community Services Systems based on project requirements and defined outcomes. > Proactive and responsive assistance to the Community Services, Partnerships unit to research best practice policies and provide and introductory assessment of their utility. > Liaison with Local Health Networks, Government (State and Commonwealth) and non-Government personnel relevant to projects. > Initial preparation of briefings, reports and any other documentation as required.

<p>Contributing to the broader development of the Integrated Care Systems Directorate and Wellbeing SA by:</p>	<ul style="list-style-type: none"> > Participating as an integral member of the Community Services Partnerships unit and contributing to the broader Wellbeing SA business activities. > Acting as a role model for the organisational values of honesty, respect and integrity. > Actively promoting the understanding and pursuance of the mission, vision and strategic directions of the Department for Health and Wellbeing. > Working towards the development of a workgroup culture of enthusiasm, innovation and high performance. > Effectively representing the team and promote understanding of its activities and achievements to other parties, including senior management. > Clearly communication the nature, timing and other expectations in relation to the established work priorities of the team.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > N/A

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to liaise and communicate both verbally and in writing.
- Ability to provide effective administrative and executive officer support.
- Ability to research, investigate and undertake minor projects, analysing, summarising and presenting data and other information,
- > Ability to work independently under broadly defined guidelines, both individually and as part of a team.
- > Ability to maintain strict confidentiality.
- > Demonstrated ability to work under pressure, exercise initiative and judgement where procedures are not clearly defined, determine priorities, be self-motivated and display excellent organisational skills to achieve high quality outputs within agreed timeframes.
- >
- > Ability to establish and liaise with people at all levels to achieve positive working relationships

Experience

- > Demonstrated experience in executive support to committees and meetings, handling confidential and complex issues and responding in an appropriate and confidential manner
- > Experience in Objective Records Management system and the eObjective processes.
- > Experience in undertaking minor research and project activities requiring the analysis of problems and the provision of appropriate recommendations and solutions.
- > Demonstrated experience in the control and coordination of computer applications and data bases and proficient in the use of MS Microsoft Office programs.

Knowledge

- > Knowledge of Records Management systems and practices.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > N/A

Personal Abilities/Aptitudes/Skills:

- > Ability to initiate and positively contribute to implementing improvement administrative and business practices.

Experience

- > Experience in Objective Records Management system and the eObjective processes.

Knowledge

- > Understanding of project management methodologies.

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 provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > *For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for *'Approved Aged Care Provider Positions'* every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (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 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 & 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, Wellbeing SA employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

Wellbeing SA 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.

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

Wellbeing SA 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:

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

Resilience:

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

Organisational Context

Organisational Overview:

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

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

Our Legal Entities:

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

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

SA Health Challenges:

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

Health Network/ Division/ Department:

Wellbeing SA will oversee community-wide health and prevention services for all South Australians. It is envisaged Wellbeing SA will lead innovative system change to embed prevention across the life course and disease continuum, to improve physical, mental and social wellbeing and reduce the preventable burden of disease.

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: