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## SA Health Job Pack

<b>Job Title</b>	Senior Clinical/Mental Health Clinician - Occupational Therapist
<b>Eligibility</b>	Open to Everyone
<b>Job Number</b>	842074
<b>Applications Closing Date</b>	5 January 2024
<b>Region / Division</b>	Yorke and Northern Local Health Network
<b>Health Service</b>	Mid North Community Mental Health (MH) Team
<b>Location</b>	Port Pirie
<b>Classification</b>	AHP2 / AHP3
<b>Job Status</b>	Temporary Full Time up to 30 August 2024
<b>Salary</b>	\$86,950 - \$100,729 p.a. – AHP2 \$102,641 - \$110,094 p.a. – AHP3

## Contact Details

<b>Full name</b>	Kylie Backshall
<b>Position</b>	Mental Health Team Leader
<b>Phone number</b>	08 8638 4721
<b>Email address</b>	<a href="mailto:kylie.backshall@sa.gov.au">kylie.backshall@sa.gov.au</a>

## 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 (DHS) 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 Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - 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.





















# POSITION DESCRIPTION

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<b>Job Title</b>	Clinical Senior Occupational Therapist	<b>Classification</b>	AHP3	<b>Position Number</b>	P24324
<b>Region</b>	Yorke and Northern Local Health Network (LHN)	<b>Term</b>	Temporary	<b>Position Created</b>	March 2016
<b>Area</b>	Yorke and Northern Mid North Community Mental Health (MH) Team	<b>FTE</b>	1	<b>Last Updated</b>	January 2023
<b>Criminal History Clearance Requirements:</b>		<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> NDIS Worker Check			
<b>Immunisation Risk Category:</b>		<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal consumer contact)			
<p><b>Broad Purpose of the Position</b></p> <p>The Clinical Senior Occupational Therapist (OT) is an experienced and highly competent clinician who applies expertise in the delivery of Occupational Therapy services within a multidisciplinary context within Yorke and Northern LHN Mental Health (MH). The Clinical Senior OT contributes to the improvement of quality, safe, community driven Mental Health services and provides clinical Occupational Therapy and consultancy services that support the recovery of mental health consumers from rural and remote areas of South Australia (SA).</p> <p>As a clinical leader, mentor and supervisor, the Clinical Senior OT provides clinical support and profession-specific supervision to MH Occupational Therapy professionals / students with a primary focus on the community level of care as a specialty area of practice and plays a leadership role in upholding clinical Occupational Therapy professional standards and practices within the LHN MH. The Clinical Senior OT holds portfolio(s) on behalf of the Occupational Therapy profession to develop, encourage and promote increased expertise and service improvements in the discipline objectives.</p> <p>As part of the regional clinical leadership the Clinical Senior OT represents local teams, regions and LHN MH on relevant committees, and may be required to contribute to or manage relevant projects. This clinical role has designated 70% to local clinical and leadership duties and 30% for Occupational Therapy leadership, portfolio and supervision matters.</p>					
<p><b>Qualifications</b></p> <p>Must hold a recognised Occupational Therapy qualification and as a regulated profession be eligible for full registration as an Occupational Therapist within Australia.</p>					
<p><b>Handling of Official Information</b></p> <p>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 consumer information other than in connection with the performance by them of their duties and/or as authorised.</p> <p>SA Health employees will not misuse information gained in their official capacity.</p> <p>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.</p>					

## 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 Statement

SA Health welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. SA Health is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

## Special Conditions

- A current driver's license is essential, as is a willingness to drive on country roads and travel in light air craft as required. Intra state travel will be required; interstate travel may be required.
- Flexibility and some out of hours work may be required.
- 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 Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check through the Screening and Licensing Unit, Department for Human Services (DHS).
- Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- National Police Certificates must be renewed every 3 years thereafter from date of issue.
- Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- 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.
- 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.

## Key Relationships

- Receives line management supervision from the MH Team Leader through to the Director MH for operational and administrative matters.
- Receives clinical supervision, advice and support from the Advanced Clinical Lead within the discipline under formal arrangement in accordance with the *SA Health Allied Health Clinical Supervision Framework*.
- As directed by the Advanced Clinical Lead, responsible for providing direct supervision to a AHP1 and AHP2 Occupational Therapists discipline under formal arrangement in accordance with the *SA Health Allied Health Clinical Supervision Framework*.
- May contribute to the supervision of other mental health staff and students as agreed with the relevant direct line manager and/or clinical supervisor.
- Works collaboratively with the Advanced Clinical Lead (ACL) OT, other Clinical Senior OTs and discipline seniors, leaders and managers within the LHN and SA Health to provide appropriate leadership within the discipline.
- Develops and maintains cooperative and productive working relationships with all members of the multidisciplinary MH and members of local health agencies including Consultant Psychiatrists, General Practitioners, unit managers, relevant Professional Association/s and other health professionals.
- Liaises with MH consumers, carers, members of the public, community organisations, external service providers, contractors, and stakeholders across other government and non-government departments.
- May be required to temporarily fulfil a higher position, appropriate to the skills and capacity of the incumbent.

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- Will be required to comply with the requirements of the LHN Procedure for Credentialing Allied Health and Scientific Health Professionals.
- May be required to maintain a clinical caseload or clinical supervision responsibilities, the proportion of which may be subject to change, commensurate with other management / project / education / research responsibilities.
- Must be willing to undertake mandatory Management of Actual or Potential Aggression training.
- Participation in an on call after hour's roster may be required.
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- Yorke and Northern LHN MH Health embraces the principles of positive psychology and aims to be a flourishing Mental Health service that impacts meaningfully and positively on the communities it serves. To this end, the Yorke and Northern LHN MH promotes the principles of PERMA+, as described by Dr Martin Seligman- Adelaide Thinker in Residence Program, for our staff, consumers and partners.

Key Result Areas	Generic Requirements	Specific or Local Requirements
<p>1. Technical Skills and Application</p>	<p>1.1 Apply specialist professional expertise (including as a Rural Generalist or within a specific discipline specialty) in the provision of complex clinical and / or consultancy services across the LHN MH and / or within the relevant professional networks.</p> <p>1.2 Operate with professional independence, clinical competence and highly developed reflective-practice skills, drawing on professional direction in the application of new or sophisticated techniques.</p> <p>1.3 Apply detailed knowledge of the LHN's strategic directions, health unit operations, service delivery and workforce issues, and very high-level professional skills to achieve responsibilities of a complex and varied nature.</p> <p>1.4 Provide advice to management on professional service development, practice and redesign, in response to demand and consumer needs.</p>	<ul style="list-style-type: none"> <li>▪ Demonstrate comprehensive knowledge and application of the core mental health skills and knowledge essential in being able to offer a quality and safe mental health service to consumers with a severe and enduring mental illness.</li> <li>▪ Provide a comprehensive high-quality occupational therapy mental health service to consumers and their carers.</li> <li>▪ Incorporates an occupational perspective to the multi-disciplinary team (inclusive of occupational therapy assessment and intervention) that is evidence based informed and as appropriate to post graduate experience, registration and credentialing status.</li> <li>▪ The Clinical Senior OT role incorporates 0.3 FTE to responsibilities including clinical supervision of less experienced occupational therapists, portfolio work in accordance with the Clinical Senior Portfolio Framework, supporting the professional development of mental health occupational therapists, supporting clinical leadership along with other senior staff within the local MH team and local mental health network.</li> <li>▪ Utilise clinical expertise to contribute to the complex case reviews and to initiate and lead case conferences and inter agency consultation and advocacy.</li> <li>▪ Responsible for monitoring and evaluating OT performance standards, protocols and practices within the scope of the role, and contributing to review and development of Regional LHN's protocols and practices.</li> </ul>

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		<ul style="list-style-type: none"><li>▪ Provide and promote OT assessment and interventions consistent with evidence-based practice, health service priorities and a recovery model.</li><li>▪ Provide a consultancy service to other staff, agencies and community members regarding provision of holistic mental health care services to consumers.</li></ul>
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<p>2. Personal and Professional Development</p>	<p>2.1 Work under limited direction, accepting professional responsibility for a high standard of complex, specialised or strategically significant work, including providing advice to Management / Executive on the effective allocation of resources in the delivery of services across the LHN.</p> <p>2.2 Display a commitment to continuous personal and professional development by:</p> <ol style="list-style-type: none"> <li>Attending all mandatory training and actively pursuing other development as required to maintain currency of clinical knowledge (may include post graduate study);</li> <li>Actively developing the professional skills and competencies in others, by contributing to or facilitation education and training activities and acting as a mentor and / or clinical supervisor to less experienced staff;</li> <li>Utilising the support of mentors and peers, and fostering strong relationships with Universities, Professional Associations and other key stakeholders; and</li> <li>Actively participating in the Professional Development and Review (PRD) process, including developing and pursuing a personal / professional Development plan in consultation with your line manager; and facilitating this process for staff under your supervision.</li> </ol> <p>2.3 Facilitate the development of knowledge of effective practice by encouraging and supporting research, evaluation of services, and information sharing between professionals across the LHN, through relevant Networks and other Forums.</p> <p>2.4 May have managerial responsibilities, being responsible for:</p> <ol style="list-style-type: none"> <li>Leadership, guidance and / or line management of a multi-disciplinary or specialist team within the rural region, or across the LHN and / or a professional Network; and</li> <li>Attainment of Team or LHN operational goals and objectives, and the facilitation and application of human resource management principles including performance management and development.</li> </ol> <p>2.5 May have Senior Clinical Educator and / or Senior Researcher responsibilities, including:</p> <ol style="list-style-type: none"> <li>The coordination of clinical placements for a profession across the LHN MH or multiple professions within a rural region;</li> <li>Contribution to clinical education within the LHN MH or in partnership with Universities; and</li> <li>Conducting research and / or quality evaluation within a rural region, whole of Regional LHN MH or within the professional network.</li> </ol>	<ul style="list-style-type: none"> <li>▪ Provide clinical leadership, education and support to regional LHNs MH Occupational Therapy professionals and students on placement.</li> <li>▪ Provide direct approved clinical supervision, as designated, under formal arrangement in accordance with the <i>SA Health Allied Health Clinical Supervision Framework</i> and LHN Allied Health Clinical Support Policy.</li> <li>▪ Proactively draw on clinical advice and direction from the ACL OT as required.</li> <li>▪ In collaboration with the ACL OT:             <ul style="list-style-type: none"> <li>○ Promote rural and remote practice through Occupational Therapy education and training with universities; and</li> <li>○ Identify and facilitate professional development requirements and opportunities of OTs under supervision.</li> </ul> </li> <li>▪ As part of the regional LHN Occupational Therapy leadership group, contribute to professional development, education and training programs for Occupational Therapy across regional LHNs.</li> <li>▪ Actively participate in the formal clinical supervision agreement, identify, facilitate individual learning needs and develop priorities in collaboration with the ACL OT and direct line manager.</li> <li>▪ Contribute to, and lead, clinical research and undertake quality evaluation of effective Occupational Therapy practice.</li> <li>▪ Develop and maintain inter and intra-professional clinical networks across LHN MH services, actively sharing and seeking out knowledge of effective practice.</li> </ul>
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<p>3. Consumer / Customer Service</p>	<p>3.1 Treat all consumers with respect, identifying and pursuing opportunities to work in partnership with stakeholders to improve the quality of services across the LHN.</p> <p>3.2 Promote cultural safety by valuing and promoting the cultural needs of local communities and providing advice on service or system-level changes required at the LHN level to meet these needs.</p> <p>3.3 As a clinical / professional leader, contribute to improvement the consumer-journey driven distribution of services and ensuring consumer-centred practice and community engagement principles are embedded into the planning, delivery and evaluation of services.</p> <p>3.4 Engage with Aboriginal community/consumers in a culturally appropriate manner and show willingness to undertake further training in this manner.</p> <p>3.5 Demonstrate experience working with Aboriginal consumers.</p> <p>3.6 Demonstrate a general understanding of Aboriginal culture and a willingness to undertake further training in this area.</p>	<ul style="list-style-type: none"> <li>▪ Consult and engage with consumers, carers and service providers to identify needs, and ensure needs of high risk / minority groups are considered in the development of mental health services.</li> <li>▪ Support and promote service provision that is consumer and carer centred and provided within the principles of a recovery orientated service.</li> <li>▪ Ensure that OT services are consistent with recovery-oriented practice and best meet the needs of consumers, their families and carers by:             <ul style="list-style-type: none"> <li>○ Facilitating and contributing to the development, implementation and evaluation of consumer / carer partnership access;</li> <li>○ Promoting and supporting the development of primary mental health care;</li> <li>○ Support consumers through their consumer journey by applying a holistic, recovery orientated and an occupational perspective approach to practice that is evidence based formed; and</li> <li>○ Apply comprehensive knowledge of the National Mental Health Strategy, Mental Health Standards and relevant legislation.</li> </ul> </li> </ul>
<p>4. Administration and Documentation</p>	<p>4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics.</p> <p>4.2 Proactively question existing practices and use of LHN MH resources, and support clinicians to pursue appropriate alternatives where necessary.</p> <p>4.3 Prepare comprehensive, high-level reports and / or presentations to assist management and executive decision making.</p> <p>4.4 Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems (including Quality Risk &amp; Safety [QRS], Adequate Records Management [ARM] and Client Management Engine [CME]).</p> <p>4.5 Competently utilise the Microsoft Office suite of software, email and internet in fulfilling the requirements of the role.</p> <p>4.6 May be required to initiate and manage programs and / or projects which may include management of a multi-disciplinary project team.</p>	<ul style="list-style-type: none"> <li>▪ In collaboration with the ACL OT:             <ul style="list-style-type: none"> <li>○ Establish, monitor and evaluate systems for supporting professional standards and practice; and</li> <li>○ Implement and contribute to the development of appropriate clinical and administrative resources, support continuing practicing improvement (CPI) initiatives and inform MH OT services across regional LHNs.</li> </ul> </li> <li>▪ Document and contribute to the development of high-level formal OT assessment and intervention reports, and contribute to the development and recording of individual consumer care plans.</li> <li>▪ Participate in all internal and external auditing and evaluation procedures and recommendations.</li> <li>▪ Contribute to a range of health promotions programs within the LHN MH.</li> <li>▪ Maintain appropriate statistics and records in accordance with LHN MH requirements.</li> <li>▪ Utilise the Safety Learning System (SLS) to report consumer risks, incidents and consumer feedback.</li> <li>▪ Write comprehensive, well-structured and clear OT reports for referral and advocacy that document clinical opinion and recommendations.</li> </ul>



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<p>5. Teamwork and Communication</p>	<p>5.1 Contribute to regional LHN-level strategic workforce planning and service development, to ensure services are effective, efficient, equitably distributed (according to need) and based on evidence.</p> <p>5.2 Promote intra-disciplinary collaboration between clinicians across the LHN and the development of inter-professional and across-sector partnerships to improve the quality, safety and integration of services.</p> <p>5.3 Apply high level interpersonal skills which engender the trust, cooperation and commitment of others to work together to achieve change.</p> <p>5.4 Communicate and negotiate effectively, both verbally and in writing, at all levels within the LHN and with external agencies.</p> <p>5.5 Provide clinical leadership in the application of LHN's strategic directions, values and priorities within the relevant discipline and / or specialty area(s).</p>	<ul style="list-style-type: none"> <li>▪ As a member of the leadership team within the multidisciplinary LHN MH, takes responsibility for clinical leadership, management and administrative tasks.</li> <li>▪ Develop and maintain strong links with other service providers to ensure sharing of information, effective use of resources, integration of services and collaboration on joint-solutions where practical.</li> <li>▪ In collaboration with the ACL OT and other clinical seniors:             <ul style="list-style-type: none"> <li>○ Develops quality OT resources for use across regional LHNs;</li> <li>○ Foster best practice and contributes to the development of the OT workforce and services across regional LHN MH; and</li> <li>○ Actively participates and represents the Regional LHNs, MH and allied health disciplines on relevant forums.</li> </ul> </li> </ul>
<p>6. Continuous Improvement</p>	<p>6.1 Play a leadership role in the ongoing evaluation and continuous improvement of LHN services, including an emphasis on workforce development, risk management, clinical supervision and support.</p> <p>6.2 Be flexible, adaptable and innovative in a changing workplace, critically examining safety and quality issues, practices and systems, and developing practical and creative solutions.</p> <p>6.3 Where appropriate, contribute to the investigation of consumer complaints and preparation of Ministerial Briefings related to the scope of the role, with a view to informing systematic improvements to services at a LHN level.</p> <p>6.4 Contribute to service development through discipline-specific, multi-disciplinary and trans-professional research and evaluation, applying high level self-reflective practice skills, assessing and reviewing the standards of work of other professional officers, and producing recommendations to assist Management / Executive decision making.</p> <p>6.5 Complying with the Code of Ethics for Public Sector Employees.</p>	<ul style="list-style-type: none"> <li>▪ Contribute to the ongoing review, development, evaluation and implementation of high quality and effective services in the LHN MH.</li> <li>▪ Play a leadership role in the development and continuous improvement of care within the Service.</li> <li>▪ Monitor MH OT services within the designated local area to identify clinical risks, emerging trends and opportunities for improvement.</li> <li>▪ Takes responsibility for maintaining knowledge approaches and evidence within OT and mental health practice.</li> <li>▪ More widely undertakes specific improvement projects in collaboration with the ACL OT and other leaders within the LHN MH.</li> </ul>

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## 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

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

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.

## Aboriginal Health

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

**Approved by  
Authorised Officer**

..... / /

**Accepted by  
Incumbent**

..... / /

# APPLICANT GUIDELINES

<b>Job Title</b>	Clinical Senior Occupational Therapist	<b>Classification</b>	AHP3
<b>Region</b>	Yorke and Northern Local Health Network (LHN)	<b>Term</b>	Temporary
<b>Area</b>	Yorke and Northern Mid North Community Mental Health (MH) Team	<b>FTE</b>	1

To apply for the position, you will need to provide:

- (1) A current Curriculum Vitae (CV), outlining your relevant qualifications, work experience and contact details of 3 professional referees
- (2) A cover letter, including:
  - Title of the position and vacancy reference number (from advertisement)
  - Outline of your reasons for applying for the position
  - Brief summary of your ability to fulfil the role:
    - Please address each of the 6 Key Result Areas (KRA) separately, using dot points. Refer to the table below for some suggestions of type of information you may like to include.
    - You do not need to address the selection criteria individually in your written application. They may be used to assess your suitability for the role during the merit-based selection process.
    - Keep it brief – no more than 2 pages.

Please forward your application by the due date, as per the details outlined in the job advertisement.

Key Result Area	Selection Criteria
1. Technical Skills and Application	a) Your professional qualifications, professional association membership and registration status (if relevant) – <i>refer to page 1 for minimum qualification requirements.</i> b) Broad professional and discipline specific experience <i>relevant to this role</i> : <ul style="list-style-type: none"> <li>▪ Outline scope and nature of previous professional roles, including experience working in rural and remote contexts;</li> <li>▪ Previous involvement in service development, including research and evaluation;</li> <li>▪ Change management and project management skills / experience;</li> <li>▪ Competency in applying primary health care principles;</li> <li>▪ Experience in the administration of structured assessments and the preparation of formal reports;</li> <li>▪ Experience in the design, implementation and monitoring of planned interventions for consumers with complex needs;</li> <li>▪ Experience in the provision of services in an acute acute, community and rehabilitation mental health setting; and</li> <li>▪ Experience in therapeutic group treatments.</li> </ul> c) Examples of other skills, knowledge or experiences that demonstrate your suitability for the role: <ul style="list-style-type: none"> <li>▪ Creativity, adaptability, resourcefulness, prioritisation and problem-solving skills.</li> </ul>
2. Personal and professional development	a) Outline previous initiatives that demonstrate your commitment to reflective practice, and proactive development of self and others. e.g.: <i>relevant</i> additional professional development or qualifications. b) Information about your leadership / management style and experience.
3. Consumer / Customer Service	a) Knowledge of and commitment to SA Health services, priorities and strategic directions. b) Examples that demonstrate skills in community engagement, consumer-centered practice and cultural competency.
4. Administration and Documentation	a) Information about relevant skills, experience and training – including those related to data management, competent use of technology etc.
5. Teamwork and Communication	a) Examples of how you have contributed previously to service planning and development. b) Outline your communication, team work and problem-solving skills, with examples.
6. Continuous Improvement	a) Examples of how you have contributed previously to quality improvement, evaluation, outcome measures and research.