



## ROLE DESCRIPTION

<b>Role Title:</b>	Innovation Project Manager (COVID-19)
<b>Classification Code:</b>	ASO8
<b>LHN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Hospital/ Service/ Cluster:</b>	
<b>Division:</b>	Health Regulation and Protection, Communicable Disease Control Branch COVID Operations
<b>Department/Section / Unit/ Ward:</b>	Operations Support
<b>Role reports to:</b>	Manager, Administrative Services
<b>Role Created/ Reviewed Date:</b>	July 2020, Updated February 2021
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</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

### Primary Objective(s) of role:

The Innovation Project Manager (COVID-19)

Is responsible for managing high-level projects that will deliver secure, automated, digital solutions for the state-wide reporting system for notifiable medical conditions. The Innovation Project Manager will be responsible for:

- > Initiating, planning and undertaking the subject-matter expert role on the COVID-19 information and communications technology (ICT) Infrastructure Projects
- > Overseeing the COVIDSafe app implementation in South Australia
- > Developing relationships with key stakeholders and service providers and negotiating successful outcomes
- > Ensuring changes in technology meets the needs of the business, legislation, policies, standards and best practice
- > Carrying out a detailed analysis of current practices and systems to help improve, solve problems, and engaging with key senior and middle-level staff to determine future needs and key deliverables.

### Direct Reports:

- 1 x ASO5 Innovation Project Officer (COVID-19)
- 2 x ASO6 Senior Data Analysts (COVID-19)

**Key Relationships/ Interactions:**Internal

Innovation Project Manager (COVID-19):

- > Reports to Manager, Administrative Services.
- > Leads a small multidisciplinary team responsible for what?
- > Maintains a collaborative working relationship with other sections of the Communicable Disease Control Branch COVID Operations.

External

Innovation Project Manager (COVID-19):

- > Maintain a collaborative working relationship with laboratories, medical practitioners, healthcare facilities, relevant non-government organisations, environmental health officers, interstate public health units, and the COVID-19 State Control Centre.
- > Liaise with the Commonwealth Department of Health and Ageing regarding surveillance policy, surveillance system maintenance and data reporting.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Working in an emerging and rapidly changing public health response that is highly impactful to human health whilst being mindful of political and economic sensitivities.
- > Maintaining sensitive state-wide surveillance systems for the early detection, response and reporting of communicable diseases.
- > Designing collaborative strategies for the prevention and control of communicable diseases in South Australia.
- > Developing, implementing and reviewing systems and processes to meet local and national data reporting requirements.
- > Implementing best-practice guidelines in a rapidly changing environment.
- > Developing preparedness responses to emerging infectious diseases.
- > Keeping professionally up to date with relevant research, technological advances and models of surveillance and response to COVID-19.

**Delegations:**

- > HR Delegations Level 5.
- > Finance NIL.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Determines the high level and detailed analysis of need by:	<ul style="list-style-type: none"> <li>&gt; Carrying out a detailed analysis of the current processes and systems to determine the problems and project goals.</li> <li>&gt; Recommending solutions to the problem that will address the business needs.</li> <li>&gt; Implementing new tools and techniques to rapidly improve systems and processes.</li> <li>&gt; Ensuring changes in technology meet the needs of the business, legislation, policies, standards and best practice.</li> </ul>
Carries out high level planning and reporting by:	<ul style="list-style-type: none"> <li>&gt; Planning, scheduling, monitoring and reporting on activities related to the project including project costs, operational budgets, staffing requirements, project resources, interdependencies and project risk.</li> </ul>
Takes responsibility for developing and maintaining consultative relationships with key stakeholders across the Department, including:	<ul style="list-style-type: none"> <li>&gt; Establishing and maintaining high level consultation and liaison with senior management and other key stakeholders to ensure the program objectives are achieved.</li> <li>&gt; Supporting innovative business change, acting as a subject-matter expert for stakeholders.</li> <li>&gt; Negotiating at a senior level on technical and commercial issues, to ensure that stakeholders and suppliers understand and agree on needs, and that appropriate service-level agreements are defined.</li> <li>&gt; Moving between teams within the broader COVID-19 Response team or the COVID Surveillance and Investigation team and undertake any other duties as required.</li> </ul>
Responsible for the engagement and management of external suppliers to ensure successful delivery of products and services required by the business by:	<ul style="list-style-type: none"> <li>&gt; Adhering to policy and procedures in regards to the selection of suppliers, tendering and procurement and promoting sound practice in contract and relationship practice.</li> <li>&gt; Exercising powers as appointed, as an authorised officer under the <i>Emergency Management Act 2004</i> to give directions to persons to prevent the spread of COVID-19.</li> </ul>
Ensures the successful delivery of products and services to support the business change by:	<ul style="list-style-type: none"> <li>&gt; Promoting the business change program to staff at all levels.</li> <li>&gt; Working with senior people responsible for the business operation to ensure maximum improvements are implemented.</li> <li>&gt; Managing a small team of stakeholders to achieve outcomes, including overseeing the COVIDSafe app implementation in South Australia.</li> <li>&gt; Participating in the Health Rapid Response Team including (optional) onsite investigations, support, advice, and direction for outbreak investigations.</li> </ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

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

- > NIL

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

- > Highly developed interpersonal skills which facilitate effective working relationships with team members, senior managers and other staff
- > Excellent verbal and written communication skills that enable effective and appropriate communication with a broad range of people
- > Demonstrated skills in leading, or having high level involvement in significant change programs

#### **Experience:**

- > Demonstrated experience in the management of procurement and information technology projects with a recognised project management methodology
- > Proven experience delivering large ICT solutions in a complex environment
- > Proven ability to analyse problems, formulate, implement and evaluate appropriate solutions inclusive of a sound knowledge of administration and financial systems and their processes
- > Extensive experience working across the various stages of the software development lifecycle e.g. business/systems analysis, coding, testing, documentation.

#### **Knowledge:**

- > Knowledge of office management responsibilities, systems and procedures
- > Knowledge and experience using MS Office applications at an advanced level, especially Teams, Sharepoint and Excel
- > Significant knowledge of and competence in applying various industry-standard data warehouse / repository architectures
- > Knowledge in a health-related field

### DESIRABLE CHARACTERISTICS

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

- > A tertiary qualification in a relevant discipline including project management, information technology or health related field

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

- > Proven ability to lead project teams and business unit staff to ensure the successful delivery of project outcomes
- > Broad knowledge of current and emerging technologies, trends and security risks

#### **Experience:**

- > Proven experience working with and developing ICT solutions in a health environment
- > Experience leading a multi-disciplinary team
- > Experience using and administering Customer Relationship Management systems, preferably Salesforce
- > Experience developing online learning experience platforms, preferably Salesforce Trailhead
- > Experience developing Microsoft Power BI applications

#### **Knowledge:**

- > Knowledge of the South Australian Public Health System and relevant legislative Acts including the *SA Public Health Act 2011*, *Emergency Management Act 2004* and the *COVID-19 Emergency Response Act 2020*.

**Special Conditions:**

- > The incumbent will be required to work between the hours of 7am and 12 midnight over a 7 day roster.
- > The incumbent may be required to participate in a 24/7 roster.
- > The incumbent may be required to participate in an after-hours on-call roster; some out-of-hours work will be required.
- > Intrastate/interstate travel may be required.
- > Must be ready and willing to assist in managing disease outbreaks within the community which may include travel within South Australia.
- > 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 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 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 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:**

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 Health Regulation and Protection Division works with and for the South Australian community to improve public health and clinical care. This encompasses providing services, advice, education, support, policy, leadership and advocacy, administering legislation and partnering with service providers, government agencies and the non-government sector to identify and respond to current and emerging public health and clinical issues and opportunities. The Health Regulation and Protection Division comprises of the following Branches:

- Office of the Chief Public Health Officer
- Communicable Disease Control Branch
- Health Protection and Licencing Services
- State Control Centre Health/ Disaster Preparedness and Resilience Branch
- Blood, Organ and Tissue Programs

The Communicable Disease Control Branch (CDCB) COVID Operations is part of the Health Regulation and Protection Division and aims to reduce the incidences of COVID-19 in SA through the following service areas:

- Medical Unit
- COVID Surveillance and Investigation
- Infection Control Service
- Operations Support

## 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	19/05/2020		Original version.
V2	12/08/2020		Immunisation Cat A & 7 day roster/hours of work - Special Conditions
V3	04/03/2021		Amendment of branch structure, reporting line and staff reporting to position. Inclusion of additional Knowledge, Skills and Experience points relevant to the role.