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SA Health Job Pack

Job Title	Manager, Strategy & Business Operations
Eligibility	Open to Everyone
Job Number	737950
Applications Closing Date	Thursday, 22 October 2020
Region / Division	Department for Health & Wellbeing
Health Service	Implementation Science Unit
Location	Adelaide
Classification	ASO8
Job Status	Full Time / Ongoing Appointment
Salary	\$114,105- \$118,413

Contact Details

Full name	Rachel Newrick
Position Title	Director, Project Delivery Support Office
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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's Check (WWCC) - 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:	Manager, Strategy & Business Operations
Classification Code:	ASO8
LHN/ HN/ SAAS/ DHW:	Department for Health & Wellbeing
Hospital/ Service/ Cluster:	
Division:	Commissioning & Performance
Department/Section / Unit/ Ward:	Implementation Science Unit
Role reports to:	Director, Implementation Science
Role Created/ Reviewed Date:	July 2014 / September 2020
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<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 Manager, Business Strategy and Operations

- is a senior member of the Implementation Science leadership team and is responsible for planning, delivering and evaluating efficient and effective administrative programs, projects and services across Implementation Science. The role leads a high performing team in the delivery of quality, customer centric, business support services underpinned by the ethos 'good to do business with'.
- plays a key role to support the Commissioning and Performance Executive Leadership team and is responsible for providing high level business support. The role is responsible for the delivery of a range of information, advice, and submission of reports that supports Commissioning and Performance deliver on its business plan, strategic objectives, and statutory obligations.
- is responsible for providing specialist advice to the Implementation Science strategic planning process, leading and managing the development, implementation, and monitoring of strategic and operating policies, strategies, and processes and identifying, evaluating, and addressing critical risks and issues that impact on Implementation Science and the management of business services.
- is responsible for providing strategic financial advice, education, and leadership and providing financial modelling, costing, and scenario analysis across the portfolio of engagements undertaken by Implementation Science.

Direct Reports:

- > ASO4 – Project Support Officer

Key Relationships/ Interactions:

Internal

- > Deputy Chief Executive, Commissioning and Performance
- > Executive Leadership team, Commissioning and Performance
- > Commissioning and Performance staff
- > Department for Health and Wellbeing divisions and business units including in particular Digital Health,

- Procurement, Infrastructure, and Finance
- > Project Management Office or equivalent staff located across SA Health

External

- > Commission on Excellence and Innovation in Health
- > Wellbeing SA
- > Shared Services SA

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Leading and managing the planning, implementation, and evaluation of business change processes in the provision of corporate services across Implementation Science and in conjunction with Division and Department wide processes.
- > Provide strategic advice across the Division and leadership and direction to team members in a complex and changing environment.
- > Provide leadership to the Division in delivering strong, robust financial management and alignment with SA Health strategic priorities in a climate of significant reform and continuing change, ensuring accountability is maintained.
- > Demonstrating a strong people orientated focus in promoting and advocating cultural change and building relationships with LHNs as part of the Department’s system support and leadership role.
- > Demonstrating a ‘good to do business with’ ethos in maintaining customer focused relationships with key stakeholders, providing advice, support, and education related to implementation science.

Delegations:

- > Level 4 Finance and HR Delegations

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Business Strategy, Policy and Leadership</p>	<ul style="list-style-type: none"> > Lead and manage the initiation, planning, implementation and evaluation of administrative programs, projects and services which deliver business requirements and ensure the application of appropriate management and governance processes. > Lead and oversee the identification, evaluation and address of critical risks and issues that impact the successful management and administration of business services across Implementation Science and the Division. > Lead and manage the development, implementation and monitoring of strategic and operational policies, strategies, processes and reporting. > Initiate and ensure close and collaborative liaison with key stakeholders across SA Health and other government agencies to identify opportunities to improve service delivery and build organisational capability. > Oversee and ensure strict adherence to the Departmental policy on confidentiality of information and quality customer service standards and ensure a culture of safety is developed and sustained across Implementation Science. > Interpret, review and implement policy instructions relating to Implementation Science administration to determine service delivery frameworks and provide specialist advice to Divisional and Department strategic planning processes.

	<ul style="list-style-type: none"> > Lead management and staff in the planning, implementation, management and evaluation of change initiatives across Implementation Science > Support senior leadership to ensure operational planning is aligned to the Implementation Science business plan, Division business plan, and SA Health strategic objectives.
Business Operational Management	<ul style="list-style-type: none"> > Develop, manage, and evaluate resource plans and Implementation Science budgets including efficiently managing the financial and physical resources of the team and providing relevant reporting. > Lead and manage a high performing team in the delivery of Implementation Science strategic and business objectives including establishing clear roles and expectations, prioritising workloads, communicating priorities, and providing direction to staff. > Lead, develop, and foster a positive, customer centric, work culture, which is based on Implementation Science's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation. > Develop business cases and provide financial advice for Implementation Science operational activities. > Ensure Implementation Science meets legislative, Treasurer's Instruction, Auditor-General, and other financial requirements. > Act as high-level liaison point between relevant internal and external teams including DHW Corporate Finance and Shared Services South Australia (SSSA).
People Management	<ul style="list-style-type: none"> > Fosters and supports a culture and environment that supports the growth and development of the team and organisation. > Uses DHW structures and policies to enhance and sustain the capacity of people to achieve work outcomes and strategic objectives. > Empowers people to achieve the organisation's goals by delegating sufficient authority/responsibility and accountability, and through providing support. > Manage and develop the performance of staff and a small team including by coaching and training staff to build their capacity, providing feedback and recognising and rewarding achievements.
Stakeholder Engagement and Advice	<ul style="list-style-type: none"> > Work with the Senior Leadership team to develop, implement, and evaluate stakeholder engagement and communications strategies, plans and processes to ensure current and future service delivery is responsive to organisational requirements, and issues and risks are identified and responded to. > Develop and maintain relationships, partnerships, and networks with key stakeholders across SA Health and Government agencies to ensure business, products, services, views, and issues are understood and accurately incorporated into decision making. > Oversee the establishment and maintenance of collaborative and appropriate relationships with internal and external business stakeholders, including suppliers and service providers to ensure the efficient delivery of business requirements. > Provide strategic advice to the Senior Leadership team across the range of corporate services.
Continuous Improvement	<ul style="list-style-type: none"> > Contribute to the implementation, management, and measurement of strategies within Implementation Science. > Model and encourage a culture within Implementation Science of continuous improvement, an expectation of excellence, and evidence based best practice in all aspects of work. > Monitor own performance to ensure that work is appropriately prioritised and completed on schedule. > Ensure own training and skills are appropriate and raise required

	training and up-skilling requirement with the manager.
Corporate Compliance	<ul style="list-style-type: none"> > Comply with all off the organisation's workplace policies and procedures. > Comply with the Code of Conduct for Public Sector Employees. > Manage the official records created and received according to relevant legalisation, policies, and procedures. > Identify and report all health and safety risks, accidents, incidents, injuries, property damage, and near misses in the workplace. > Participate in all activities associated with the management of workplace health and safety. > Promote awareness and compliance with Equal Employment Opportunity principles. > Ensure cultural sensitivity is maintained by attending and contributing to their learning in diversity of Cultural awareness and cross-cultural training, with a frequency determined as appropriate by the organisation.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Tertiary qualification in accounting, economics or related financial / business management field.

Personal Abilities/Aptitudes/Skills:

- > Strong leadership skills and abilities to motivate and inspire others to work together as a team to achieve objectives in a climate of significant change, with a commitment to a team orientated philosophy.
- > Self-motivated, organised, demonstrated initiative and an ability to operate independently while remaining focussed on agreed objectives that may have competing priorities.
- > Strong interpersonal and communication skills which demonstrate a capacity to build and maintain relationships with diverse stakeholders on a range of sensitive and complex issues to achieve positive outcomes. Will be able to manage conflict and encourage win/win outcomes where possible.
- > Demonstrated skills in analysing and interpreting data, communicating the information concisely and accurately, in verbal and written format to accommodate the key stakeholder audience.
- > Ability to provide high levels of professional service which includes 'operational sight' (efficiency orientated, operational realities and quality focussed) and 'innovative sight' (strategic, tactical orientated, growth opportunities and quality focussed).
- > Demonstrated capacity to undertake complex and high level financial research and analysis, identify and resolve strategic and operational issues with practical and effective solutions and exercise lateral, creative and strategic thinking, independent judgement and significant delegated authority.
- > Work autonomously, and as a member of a high functioning and collegial team including adaptability and flexibility to manage changing and competing priorities.

Experience

- > Experience in providing positive leadership in a senior financial management role in a large complex organisation in a climate of reform and continuing change, with demonstrated success in increasing the effectiveness and accountability of the organisation.
- > Demonstrated experience in taking responsibility for, and successfully supporting people through, change processes and ambiguity to achieve continual quality improvement and best practice outcomes.
- > Demonstrated experience in the strategic management of financial resources, undertaking financial business analysis, developing financial strategies to improve financial performance and providing concise written executive financial reports.
- > Experience in the effective development, implementation and management of financial models in a complex environment using various financial modelling tools within a framework of critical corporate objectives and in consideration of operational, political, financial and strategic issues.
- > Successful record of identifying business requirements and developing appropriate remedial strategies and change specifications to reengineer business processes and systems.
- > Demonstrated relevant experience in a public or private health sector.

Knowledge

- > An understanding of the health sector reform agenda and emerging directions within SA Health and the broader health sector.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

>

Personal Abilities/Aptitudes/Skills:

>

Experience

- > Experience in government accounting and administration framework.

Knowledge

- > Demonstrated knowledge of political, social and economic parameters that impact the planning, development, funding delivery and management of health services

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, 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 Implementation Science Unit provides a central hub for SA Health implementation support. The Implementation Science Unit provides evidence-based tools, trusted advice, timely reporting and responsive implementation supports. The team includes expertise in coaching Project Managers to work collaboratively to deliver a wide variety of implementation initiatives and projects from start-up through to closure.

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	July 2014	July 2016	Original version.
V2	July 2016	29/3/18	New Template
V3	29/3/18	Feb 2020	Updated references from TH to Strategic Plan
V4	September 2020		Revised with Implementation Science Unit and amended responsibilities