



**ROLE DESCRIPTION**

<b>Role Title:</b>	Business Manager		
<b>Classification Code:</b>	ASO5	Position Number	M40527
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	CALHN / RAH / TQEH		
<b>Division:</b>	Heart and Lung		
<b>Department/Section / Unit/ Ward:</b>	Business Support Unit		
<b>Role reports to:</b>	Finance Business Partner		
<b>Role Created/ Reviewed Date:</b>	Revised January 2024		
<b>Criminal History Clearance Requirements:</b>	<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)		
<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 patient contact)		

**ROLE CONTEXT**

<b>Primary Objective(s) of role:</b>
<p>The Business Manager is responsible for leading and providing a quality administrative and business support service across the Program by managing administrative staff and recruitment within the Program, providing advice and support regarding business reform, human resource management, workforce development, risk management, administrative processes and policies, information management and quality improvement.</p>

<b>Direct Reports:</b>
Administration Staff

<b>Key Relationships/ Interactions:</b>
<p>The Business Manager is a member of the Programs Business Support team, who has line management responsibility for administrative support staff and is accountable to the Finance Business Partner, Heart and Lung. The incumbent is required to represent the Program on internal and external committees</p> <ul style="list-style-type: none"> <li>The appointee is the “go to” person for all matters concerning administration and is required to work closely with the Departmental Directors/Heads, Managers, Directorate Executive and The Workforce Directorate to ensure that human resource management and operations are congruent with the organisational objectives and comply with Policies and Procedures and relevant legislative requirements.</li> </ul>

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Provide effective and responsive business management and responsive administrative service across the Program.
  - > Contribute to the Program meeting its administrative and internal/external reporting requirements.
- Ensure the provision of an effective administrative and business support service across the Program

**Delegations:**

- > \$2,000 Delegation Level

**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 sensitivity and respect 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 both CALHN and the broader 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.

**Cultural Commitment:**

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Resilience:**

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

**Integrity Statement:**

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

**Key Result Area and Responsibilities**

<b>Key Result Areas</b>	<b>Major Responsibilities</b>
<p>Provide effective and responsive business management and responsive administrative service across the Program by:</p>	<ul style="list-style-type: none"> <li>&gt; Supporting recruitment, appointment, orientation, training and development of the Program’s multidisciplinary workforce.</li> <li>&gt; Contributing to quality improvement activities, including identifying key performance indicators, analysing, reviewing and interpreting results of monthly FTE, leave and Workforce reports, investigating major variances and correcting significant fluctuations or adverse trends, projecting outcomes, developing and proposing strategies.</li> <li>&gt; Collaborating with specialists in the areas of customer service, human resource, industrial relations, information and financial management, EEO and Work Health Safety to provide advice and consultancy to the Program.</li> <li>&gt; Maintaining a framework across the Program for the implementation of SA Health, CALHN, Hospital and Human Resource policies and procedures concerning performance review and development, performance management and orientation.</li> <li>&gt; Developing and managing staff establishment plans including contributing to the preparation and review of business plans.</li> <li>&gt; Ensuring practices and procedures comply with variations to Enterprise Agreements and Awards including managing staff appointments, salary classifications, conditions of employment, recruitment, selection and</li> <li>&gt; Ensuring the Programs work practices comply with relevant policies, procedures, Delegations of Authority, and related legislative requirements.</li> <li>• Undertaking workforce review and design of proposed and existing procedures, practices and making recommendations concerning alternative resource usage or planned services and programs.</li> </ul>
<p>Contribute to the Program meeting its administrative and internal/external reporting requirements by:</p>	<ul style="list-style-type: none"> <li>&gt; Monitoring and maintaining recording/reporting systems within the Program that accurately reflect its activity and business operations as well as to evaluate performance and implement improvements.</li> <li>&gt; Ensuring a recording and monitoring system is in place that maintains a record and enables reporting.</li> <li>&gt; Reviewing and costing Medical Practitioner’s rosters and overtime.</li> <li>&gt; Developing and providing regular reports on resource utilisation and performance to Directorate Executive, Corporate Finance and Workforce.</li> <li>&gt; Monitoring and reporting FTE changes and requests within budgeted FTE including assisting and supporting Nursing KPI reporting.</li> <li>&gt; Developing and maintaining the Programs information systems including proposing and recommending modifications to procedures and processes.</li> <li>• Managing and participating in projects aimed at improving the Clinical Services workforce utilisation, business and administrative operations.</li> </ul>

<p>Ensure the provision of an effective administrative and business support service across the Program by:</p>	<ul style="list-style-type: none"> <li>&gt; Developing and maintaining an organisational structure and work practices that supports administrative and clerical service delivery and efficiency.</li> <li>&gt; Ensuring the Programs administrative guidelines are current and consistent with and Operational Workforce Instructions, Local Health Network and Hospital standards, processes and procedures.</li> <li>&gt; Managing and inspiring team members including supporting individual staff members' professional development and awareness of</li> <li>&gt; responsibilities associated with SA Health, CALHN, Hospital and Program policies and procedures.</li> <li>&gt; Managing administrative staff Performance Review and Development including undertaking regular staff appraisal and ongoing performance feedback.</li> <li>&gt; Managing administrative staff recruitment programs including ensuring effective and equitable staff resource deployment and that administrative and clerical staff have the necessary training, facilities, resources and delegated authority to effectively carry out their responsibilities.</li> </ul>
<p>Facilitate the Directorate enhancing its performance and practices by:</p>	<ul style="list-style-type: none"> <li>&gt; In conjunction with the Finance Business Partner and other relevant managers contribute to the development, optimisation and management of the Service's business, investigating and implementing responses to internal and external service agreements.</li> <li>&gt; Undertaking performance benchmarking to identify and implement opportunities that are consistent with the Services' strategic direction and which will enable continuous improvement of Central Adelaide Local Health Network outcomes.</li> <li>&gt; Supporting, developing and implementing minor project work and improvement initiatives</li> <li>&gt; Contributing and assisting in the quality assurance and risk management process including the development and implementation of</li> <li>• quality improvement strategies for service at both sites.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM**

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

Nil

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

- > Proven ability to communicate and negotiate effectively and concisely with all levels of management, staff and internal/external personnel.
- > Proven ability to lead, motivate and manage staff.
- > Ability to persevere to achieve goals, stay calm under pressure and open to feedback
- > Demonstrate a high degree of initiative, drive and ability to work without direct supervision.
- > Ability to cope with competing demands, prioritise work and meet deadlines.
- > Demonstrated ability as a strong team player and work as a member of a team.
- > A commitment and dedication to quality customer service provision.
- > Demonstrated commitment to continuous professional development.

#### **Experience**

- > Experience in the leadership and management of staff.
- > Proven experience interpreting and implementing legislation, standards and policies at an organisational level.
- > Demonstrated experience as a change agent and managing the implementation of changes to policies, procedures and processes.
- > Demonstrated experience in workforce management.
- > Experience developing and monitoring staff plans for budgeting and resource management purposes.
- > Experience in the use and application of computer software packages, particularly Microsoft and databases.

#### **Knowledge**

- Knowledge and application of current Human Resource Management practices.
- Knowledge and application of quality improvement principles and techniques.
- Knowledge and application of risk and safety management systems and standards.

### **DESIRABLE CHARACTERISTICS**

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

- > Hold or to be working an appropriate Tertiary Qualification

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

Nil

#### **Experience**

- Experience of working in Health Care or clinical environment, in particular an acute teaching hospital

#### **Knowledge**

- Knowledge of the SA Health Care Plan, Enterprise Bargaining Agreements and Awards relative to SA Health Employees.
- Knowledge and understanding of the Treasurer's instructions and other public sector legislation relating to health care provision and operations.
- Understanding of administrative policies, procedures and standards in a public hospital.
- Knowledge of current workforce planning techniques

## Organisational Context

### Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Strategic 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.

### Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory,



NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

## Values and behaviours

### Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

#### Values

*People first*

#### Behaviours

- I am there for my patients and colleagues when they need me most.
- I put myself in my patients and colleagues shoes to understand their needs.
- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.
- I respect uniqueness in my colleagues, our patients and their families.

*Ideas driven*

- I look and listen to ensure I fully understand the problem and find a solution.
- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.
- I invest in my own learning and look for opportunities to explore and introduce new ideas.
- I am interested in critical research and how it informs creative thinking.

*Future focussed*

- I embrace leading practices and use them to evolve our ways of working.
- I lead and support change to improve patient and organisational outcomes.
- I am constantly on the look-out for opportunities to improve.

*Community minded*

- I put my hand up to lead work that matters.
- I am accountable and focused on value.
- I value and champion diversity.
- I embrace collaboration and constructive partnerships.

## 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 CALHN as described within this document.

**Name:**

**Signature:**

**Date:**