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## SA Health Job Pack

Job Title	Deputy Chief Executive
Job Number	636546
Applications Closing Date	10 November 2017
Region / Division	Department for Health and Ageing
Health Service	Executive
Location	Adelaide CBD
Classification	SAES Level 2
Job Status	Full Time / Term Contract (up to 5 years)
Salary	\$220,362-\$367,270

## 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:

- Child Related Employment Screening - **DCSI**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- 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.

## Contact Details

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# 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

<b>Role Title:</b>	Deputy Chief Executive
<b>Classification Code:</b>	SAES 2 Level
<b>LHN/HN/SAAS/DHA:</b>	Department for Health and Ageing
<b>Hospital/Service/Cluster:</b>	
<b>Division:</b>	
<b>Department/Section/Unit/Ward:</b>	Department for Health and Ageing
<b>Role reports to:</b>	Chief Executive
<b>Role Created/Reviewed Date:</b>	October 2017

## ROLE CONTEXT

### Primary Objective(s) of role:

The role will participate in planning the ongoing implementation and performance management of health service delivery and public health initiatives across the State, to achieve the strategic priorities established by the Government and across SA Health.

The Deputy Chief Executive (DCE) is responsible for leading and driving strategic change, and contributing to the promotion and provision of effective leadership, vision and strategic initiatives to ensure the Department for Health and Ageing delivers valued and quality system design and effective services.

The role has close working relationships with all members of Executive, and in particular: Chief Executive and the Deputy Chief Executive.

The Deputy Chief Executive deputises for the Chief Executive as required.

The key success factors for the role include:

- operating successfully in a large and diverse organisation with a high community profile with responsibility for delivering an extensive range of services and outcomes.
- development and oversight of the SA Health Quality Program with effective responses to clinical quality performance issues identified via monitoring
- clinical management improvement processes, including models of care/patient pathway design and implementation and an eHealth clinical service delivery design
- the successful delivery of complex systems' planning and design including clinical policy development to enable effective change
- directing South Australia's patient safety, quality, and clinical risk management in healthcare framework in accordance with national standards to ensure improved clinical safety and quality
- strategically focusing a purchasing program to maximise system capacity, manage demand, improve access, enhance patient care and optimise service provision
- managing internal and external stakeholder expectations and driving change that enables effective and efficient health reform at local and system levels.
- working successfully with Ministerial Officers, high level executives, multiple clinical workforces, other government departments, and other key stakeholders.

## Direct Reports:

Direct reports to the DCE include:

- Executive Director, Quality, Information and Performance
- Executive Director, Operational Service Improvement and Demand Management
- Director, Program Delivery Support Office
- Executive Director, System Redesign & Clinical Engagement
- Director Aboriginal Health Strategy
- Professional Officers
  - Chief Nurse's Office
  - Chief Allied and Scientific Health Officer
  - Chief Pharmacists

## Key Relationships/Interactions:

The DCE is a member of the SA Health Portfolio Executive and Health Executive, and advises the Minister and the Chief Executive on sensitive and high level strategic risks and issues.

The DCE is responsible to the Chief Executive and has management responsibilities for staff within the Division.

### Internal

The role has close working relationships with all members of Executive, and in particular the Chief Executive and the Deputy Chief Executive

### External

The role has close working relationships with external Executive and senior level officers throughout the Local Health Networks/SA Ambulance Service, other government agencies and key community stakeholders, including unions, universities and relevant professional associations.

## Challenges associated with Role:

Major challenges currently associated with the role include but are not limited to:

- operating successfully in a large and diverse organisation with a high community profile and responsible for delivering a wide range of services and outcomes.
- implementing corporate and clinical systems, processes and services in response to a restricted fiscal environment, changing workforce demographics.
- managing internal and external stakeholder expectations and driving change that enables effective and efficient health reform.
- leading the successful delivery of complex systems implementation affecting various stakeholders and business partners.

## Delegations:

HR Delegation: Level 1

Financial Delegation Level 1

### Resilience:

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

### Performance Development:

In accordance with the parameters of the executive contract, the incumbent's performance will be reviewed and assessed against the Executive Competency Framework, and the Duties and Executive Performance requirements in the schedules.

The DCE will actively participate in, and apply the outcome of, each performance review.

The DCE will actively take up any development opportunities identified by the Chief Executive and, if required by the Chief Executive, will participate in other development activities made available at an agency or across-Government level.

### General Requirements:

Required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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 Guidelines for Health Care Workers in South Australia 2014*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Code of Fair Information Practice.
- 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.

### 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.

**Special Conditions:**

- The position is identified as a Key Management Personnel position and is offered as a SAES contract appointment.
- 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 Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the Children's Protection Act 1993 (Cth) or 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth).
- 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 executive contract and the Public Sector Act 2009.
- 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 Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Influential and Strategic Leadership	<ul style="list-style-type: none"> <li>• Guide the leadership of the Division in relation to the development and implementation of significantly complex and critical system wide strategies and initiatives.</li> <li>• Create an ethos to enable the professional and expert delivery of a program of work to influence the professional and expert delivery of a range of appropriate state-wide strategies.</li> <li>• Lead the professional and expert delivery of a program of work including a range of strategies and plans and influence the professional and expert delivery of a range of appropriate state-wide strategies and plans which will inform and advance the Transforming Health initiatives within each of the business areas.</li> <li>• Provide effective leadership and management in a multidisciplinary environment, together with specialist skills and knowledge across a diverse range of health areas including strategic, clinical and business working groups and parties.</li> <li>• Influence the design, development and approval of relevant state-wide strategies and plans across the areas of system design and clinical innovation to improve inter-relationships across SA Health.</li> <li>• Lead the effective development, implementation and monitoring of management systems to support quality outcomes.</li> </ul>
System Design, Performance and Delivery	<ul style="list-style-type: none"> <li>• Drive the development and implementation of an appropriate Framework that outlines monitoring and performance requirements for SA Health.</li> <li>• Determine high level system wide priorities and direct the completion of the preparatory work necessary for the establishment of complex and critical change projects and deliverables</li> <li>• Develop and implement an effective business plan to guide the delivery of quality services within the agreed budget and in accordance with agreed performance standards.</li> <li>• Lead the creation of quality systems, processes and services to be provided through appropriate strategic quality assurance programs.</li> <li>• Enable effective measurement and analysis of system performance to provide a complete view of health service performance.</li> <li>• Lead the direction of effective performance monitoring processes across SA Health to ensure any purchasing intent supports the overarching purchasing program.</li> <li>• Develop the State's clinical risk framework in accordance with national standards</li> <li>• Ensure the patient safety framework reflects reform and required outcomes under the SA Health Strategic Plan.</li> </ul>

<p>Strategic Management, Innovation and Continuous Improvement</p>	<ul style="list-style-type: none"> <li>• Provide high level policy and operational advice to the Chief Executive and Minister on a range of strategic issues, initiatives and practices.</li> <li>• Provide high level advice on the implications of decision making across the diverse aspects of the health system, recognising the interrelationships between the various components of the system.</li> <li>• Review and analyse business opportunities resulting from the implementation of new technologies and oversee the development and implementation of the new technologies that support business and service delivery improvement.</li> </ul>
<p>Governance and Communication</p>	<ul style="list-style-type: none"> <li>• Ensure alignment of strategy and operations to SA Health's strategic priorities and the operational needs of the South Australian health system.</li> <li>• Establish and maintain positive working relationships with clients, customers, consumers, employees, families and other key stakeholders within the public and private sectors and wider community through the use of effective communication strategies.</li> <li>• Ensure that service provision and activities are customer focussed and professionally and effectively conducted by utilising an integrated team approach and culture which is highly responsive to the needs of business partners and external clients.</li> <li>• Develops and uses political perception while effectively liaising with key stakeholders to formulate and execute appropriate solutions and successful outcomes in an innovative and resourceful manner.</li> <li>• Promote strategic health reform in a complex multidisciplinary organisation by influencing others in responding to change initiatives.</li> </ul>
<p>Resource Management</p>	<ul style="list-style-type: none"> <li>• Ensure the effective and efficient management of human, financial and physical assets by leading, developing and fostering a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges difference and encourages creativity and innovation</li> <li>• Ensure effective budget preparation, monitoring and reporting and adherence to resource allocation.</li> </ul>
<p>Stakeholder Engagement</p>	<ul style="list-style-type: none"> <li>• Initiate, develop and sponsor positive working relationships both internally and with external stakeholders, in order to achieve the outcomes for SA Health as promoted by the Chief Executive.</li> </ul>



## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

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

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- An appropriate tertiary level qualification.
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#### **Personal Abilities/Aptitudes/Skills:**

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- Demonstrated highly developed communication, negotiation and interpersonal skills to enable effective interaction with relevant stakeholders at all levels including the ability to negotiate, build relationships, influence stakeholders and manage staff, consultants and employee groups to effectively achieve project outcomes within tight timeframes.
  - Demonstrated ability to understand and analyse complex clinical work practice issues; formulate and execute appropriate solutions and negotiate successful outcomes in an innovative and resourceful manner and at senior levels of government and private industry.
  - Solid foundation in business operations and health funding models.
  - Proven ability to make sound judgements and decisions that impact on effective organisation and sector-wide outcomes.
  - Ability to be responsive to multiple interrelated complex issues across a diverse range of matters.
  - Demonstrated high quality written and oral communication skills, including the ability to brief and make presentations at Ministerial and senior executive levels and direct the development and implementation of a comprehensive communications and stakeholder engagement strategy.
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#### **Experience**

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- Proven experience in leading a large and complex organisation, including the analyses of complex, contentious and sensitive issues, and preparing reports with significant recommendations.
- Extensive successful experience in leading or undertaking major transformational clinical program/projects and analyses of complex, contentious and sensitive issues, including the preparation of reports with significant recommendations.
- Proven experience in consulting widely at a senior level, resolve conflict, define and build consensus on a suitable strategic response and direct and monitor the implementation of the final strategy.
- Demonstrated extensive and successful experience in leading the provision of strategic and business planning including influencing consultative processes involving numerous portfolio areas and translating complex data and objectives into action plans with measurable outcomes.
- Demonstrated extensive and successful experience leading the provision of strategic program planning using a structured approach, including influencing consultative planning processes in a complex environment involving multiple stakeholders.
- Comprehensive experience in the operational aspects of a health delivery agency, including performance analysis and a detailed understanding of the service and activity profile of health services and the internal and external factors that influence service levels.
- Demonstrated experience with health information management processes and technologies to support high quality information delivery.
- Significant experience in developing and implementing outcome and performance indicators to enable effective service performance monitoring
- Demonstrated experience leading the delivery of a complex systems implementation which enables and requires change affecting various stakeholders and business partners.
- Demonstrated experience in working directly and successfully with Ministerial Officers, high level executives, multiple clinical workforces and other key stakeholders.

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## Knowledge

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- Comprehensive knowledge of emerging directions within health services, and the political and socio-economic sensitivities that impact on the planning, development, funding, delivery and management of health services.
- Comprehensive understanding of the health sector and government structures, particularly in relation to planning and decision-making processes at the State, local and Commonwealth level.
- A good understanding of patient safety and quality directions within health services, nationally and internationally
- Extensive knowledge of the factors that significantly impact on the performance of health services and the key strategies that have proven to address under-performance.
- Knowledge of health information management processes and technologies to support high quality information delivery.
- Demonstrated detailed knowledge and understanding of project management and change management processes.

## 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 through the implementation of our Transforming Health Program, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes. 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 Mental Health and Substance Abuse. the Minister for Ageing.

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

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease and changing workforce demographics. The need for change to enable effective health outcomes in a sustainable financial framework is essential, while ensuring ongoing safe, quality patient care and equitable access to health services. The Transforming Health Program 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.

### Department for Health and Ageing:

The Department for Health and Ageing assists the Minister for Health, Minister for Ageing and Minister for Mental Health and Substance Abuse to set the policy framework and strategic directions for SA Health. The Department supports the delivery of public health services, formulates health policy, facilitates public and consumer consultation on health issues, and monitors the performance of South Australia's health system by providing timely advice, research and administrative 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:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Role Title:** \_\_\_\_\_ **Date:**        /        /

# Role Acceptance

## Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:**        /        /