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## SA Health Job Pack

Job Title	Director, Application Services
Job Number	646788
Applications Closing Date	Monday, 26 February 2018
Region / Division	Department for Health and Ageing
Health Service	eHealth Systems – Executive
Location	Adelaide CBD
Classification	SAES-Level 1
Job Status	Full Time / Term Contract (up to 5 years)

## 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>	Director, Application Services
<b>Classification Code:</b>	SAES1
<b>LHN/ HN/ SAAS/ DHA:</b>	Department for Health and Ageing
<b>Hospital/ Service/ Cluster</b>	
<b>Division:</b>	Finance and Corporate Services
<b>Department/Section / Unit/ Ward:</b>	eHealth Systems – Executive
<b>Role reports to:</b>	Executive Director, eHealth Systems
<b>Role Created/ Reviewed Date:</b>	January 2018
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Director, Application Services is responsible for:

- > Directing all Applications Services functions across the SA Health portfolio encompassing enterprise clinical applications, corporate business systems, application development and integration, including full accountability for resource management, financial control and delivering of services to KPIs across the state-wide health service.
- > Driving the consolidation and standardisation of existing application development, integration and support functions across SA Health, to continuously improve service provision maturity and efficiency.
- > Developing long term enterprise applications road maps and management plans, consistent with overall eHealth Systems strategy and managing the implementation of the same to deliver an of applications capability to SA Health that is both sustainable and reliable.
- > Developing and maintaining excellent high level working relationships and proactive interaction with critical stakeholders across SA Health, including the Chief Executive, Deputy Chief Executives, Chief Medical Officer, and Local Health Network Chief Executive Officers to ensure operational requirements and business outcomes are met.

### Direct Reports:

The exact structure of eHealth Systems Applications Services will be revised after the appointment of the Director, but is likely to include:

- > Senior Manager Application Integration, Database Administration and Testing
- > Senior Manager EPAS Operational Delivery
- > Senior Manager Clinical Applications Operational Delivery
- > Senior Manager Corporate Applications Operational Delivery
- > Application Business Support Officer

### Key Relationships/ Interactions:

#### Internal – eHealth Systems:

- > Executive Director and CIO eHealth Systems
- > Director Technology and Infrastructure, eHealth Systems
- > Director eHealth Portfolio and Strategy
- > Director, eHealth Strategy and Architecture
- > Assistant Director, Customer Services
- > Senior Manager, Finance, eHealth Systems
- > Program Operations Director, EPAS

#### External to eHealth Systems:

- > The position requires close working relationships with key SA Health staff within the Chief Executive's Office, The Chief Medical Officer, and Chief Executive Officers of Local and Country Health Networks to ensure the support and continuous development of high availability clinical and business applications across the eHealth Portfolio that meets the expectations of the Local Health Networks.
- > The position requires close working relationships with internal procurement executives and key vendors and partners used by SA Health to assist in the provision and support of enterprise applications.

### Challenges associated with Role:

SA Health is committed to implementing Australia's first fully integrated state wide Electronic Health Record ("EHR") based on implementation of a 10-year Enterprise system strategy commenced in 2007 i.e. single instance applications that service the entire Health organisation based on agreed and consistent data and nomenclature standards and enterprise workflows.

The implementation of these enterprise systems is generating significant change throughout SA Health. Most, if not all, medical, nursing, midwifery, allied health and support staff are being affected by the introduction of the new systems and in particular, the new capabilities and associated ways of working that results from their introduction.

Many of these systems Enterprise Patient Administration System (EPAS), Enterprise System for Medical Imaging (ESMI) and Enterprise Pathology Laboratory Information System (EPLIS) in particular, are either implemented or partially implemented across the Health network and the focus is now changing to creating a high availability Business As Usual (BAU) support environment characterised by high levels of service and support maturity and continuous improvement.

#### Specific short-term requirements of the position:

- > Transition the support of EPAS and EPLIS from a project environment to a disciplined production support environment that encompasses all enterprise clinical applications.
- > Optimise ongoing provision of support for ESMI, iPharmacy and other clinical applications in production.
- > Develop and execute a programme to rationalise the number of legacy applications in production and decommission legacy systems as their functionality is replaced by enterprise clinical applications.
- > Ensure human and financial resources are deployed to optimise service delivery.
- > For enterprise applications specifically, maintain high performance, ensure they are highly available and that response to production issues is swift, robust and in accordance with the health system's critical reliance on these ICT systems.

### Delegations:

- |                            |                                 |
|----------------------------|---------------------------------|
| > <b>Staff supervised:</b> | 5-6 Direct, 150 Indirect        |
| > <b>Budget:</b>           |                                 |
| Recurrent:                 | \$50 million p.a. (approximate) |
| > <b>Delegations:</b>      |                                 |
| HR Delegation              | Level 3                         |
| Procurement Delegation     | Level 2                         |
| > Financial Delegation     | Level 2 (approx. \$250,000)     |

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Strategic Management of Enterprise Clinical Applications</b>	<ul style="list-style-type: none"> <li>&gt; Direct enterprise application planning, including ongoing governance, product road maps and resulting release, development and deployment strategies.</li> <li>&gt; Ensure appropriate standards, policies and processes are implemented for the management and evolution of enterprise applications consistent with established application and information architectures.</li> <li>&gt; Drive the adoption of contemporary software, administration and support methods and processes, including the adoption of contemporary cloud deployment.</li> <li>&gt; In close collaboration with key directorate leaders, work to continuously improve application development standards, processes and methods.</li> <li>&gt; Ensure appropriate information assurance and risk management policies, procedures and frameworks are applied within the directorate and a proactive approach to risk management is maintained.</li> <li>&gt; Ensure all information security policies, standards and procedures are adhered to and applied within the directorate and high awareness of cyber security practice is maintained by all staff.</li> </ul>
<b>Applications (Clinical and Corporate) support, administration and development services across the SA Health Network</b>	<ul style="list-style-type: none"> <li>&gt; Establish and develop the capability to provide high availability support to major clinical applications, as responsibility for the support of enterprise clinical applications, including EPAS and EPLIS is transitioned from project teams to the directorate.</li> <li>&gt; Ensure agreed support and development services are delivered to agreed service standards and SLA's</li> <li>&gt; Ensure a comprehensive enterprise applications support framework is established and implemented with a focus on continuous improvement and the development of sustained high levels of service maturity.</li> <li>&gt; Lead an ongoing program to rationalise legacy applications and reduce the number of applications in production.</li> </ul>
<b>Vendor and commercial management</b>	<ul style="list-style-type: none"> <li>&gt; Establish strong working relationships with executives from key vendors and ensure the highest levels of proactive supplier management are applied and maintained.</li> <li>&gt; Ensure effective vendor management frameworks are implemented and applied, including effective contract management and vendor performance management.</li> <li>&gt; Proactively engage in driving the resolution of complex multi-vendor problems and issues where necessary.</li> </ul>
<b>Strategic leadership and resource management</b>	<ul style="list-style-type: none"> <li>&gt; Ensure the directorate is resourced and managed to provide high levels of efficient applications support and development services.</li> <li>&gt; Contribute to the overall eHealth System Strategic plan, and develop a specific enterprise applications support plan and long-term applications road map.</li> <li>&gt; Establish and manage directorate budgets and ensure proper financial management and controls are applied.</li> <li>&gt; Oversee the professional development of staff and in particular the direct reports, with a focus on managing key person risk, succession planning, and the continuous development and/or acquisition of staff with skills required as technologies change.</li> <li>&gt; Manage knowledge transfer from consultancies, external service providers and partners engaged by eHealth Systems that provide specialist uplift and transformation capability into eHealth Applications Services.</li> </ul>

<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>&gt; Champion a culture of continuous improvement, with a particular focus on enterprise application development and support policies, processes and methods.</li> <li>&gt; Implement programs designed to enhance the cost-effective delivery of application services without compromise on quality or responsiveness.</li> </ul>
<b>Drive business excellence in the Directorate that results in a sustainable, efficient and effective ICT environment through:</b>	<ul style="list-style-type: none"> <li>&gt; Ensure Application Services maintains compliance to ICT standards, processes, structures and/or contracts.</li> <li>&gt; Lead initiatives so that SA Health is positioned to take advantage of emerging enabling technologies to achieve its business goals.</li> <li>&gt; Drive initiatives to explore new technologies that support ICT strategy and emerging business needs.</li> <li>&gt; Sound quality and performance management of external service providers, consultants, contractors, vendors and partners.</li> </ul>
<b>Develop a culture and ethos that is outcome and performance focused, optimises eHealth Systems resources and leverages the capability of the Directorate to exceed strategic objectives through:</b>	<ul style="list-style-type: none"> <li>&gt; Ensuring that the highest standards of recruitment, development, performance management, succession planning and health and safety are maintained, consistent with public sector standards.</li> <li>&gt; Conceiving, developing and executing high level business plans for the Directorate in collaboration with the Executive Director, including service planning, design and resourcing.</li> <li>&gt; Maintaining and enhancing sound directorate financial planning, budget development, expenditure management and reporting.</li> <li>&gt; Implementing agreed performance indicators and proactive quantitative and qualitative monitoring and reporting on service delivery.</li> </ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

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

- > An appropriate tertiary level qualification or certification in Computer Science, ICT Management, Business Management or a relevant related discipline.

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

- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012* (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards
- > Demonstrated executive leadership skills and an ability to guide and motivate team members to successfully achieve effective results within tight timeframes and in an environment characterised by high pressure and constant change.
- > Demonstrated ability to lead transformational change and influence others in responding to change.
- > Highly developed interpersonal, written and verbal communication skills to articulate and present concepts clearly and concisely to diverse clients, prepare high-level documents and successfully influence and negotiate effective outcomes, taking into account business, political, financial and strategic issues
- > Demonstrated ability to foster and maintain cooperative working relationships with senior staff and executives, Ministerial staff across the public sector and with other external agencies.
- > Demonstrated ability to analyse and conceptualise complex and sensitive issues, and formulate and execute innovative and appropriate solutions within budget.

## **Experience**

- > Comprehensive experience directing large ICT service delivery functions.
- > Extensive knowledge of enterprise application services management, in large, complex and mission critical environments.
- > Extensive experience in enterprise scale applications production management and development.
- > Experience directing the delivery of applications support in high availability mission critical enterprise scale environments.

## **Knowledge**

- > A comprehensive knowledge of contemporary best practice pertaining to software development, application management and maintenance in enterprise scale environments.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > An appropriate post graduate tertiary qualification in a related field.

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

- > Capacity to promote an environment of inquiry and evidence-based best practice.
- > Strong interpersonal skills and ability to communicate with and mediate between different parties with different roles, responsibilities and objectives.
- > Ability and authority to make decisions autonomously and to recognise when issues require elevation to a more senior level.
- > Ability to see and predict trends and events that may have a positive or negative impact on all financial and commercial aspects of the approved program baseline.

## **Experience**

- > Demonstrated experience being able to forewarn and resolve significant risks and issues that may alter the time, cost, schedule, commercial outcomes, people, and benefit dimensions of a program.
- > Demonstrated financial skills to oversee and predict the capital and recurrent position of a major portfolio of ICT programs.

## **Knowledge**

- > Demonstrated and 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.
- > Demonstrated knowledge of health clinical and business software applications and contemporary best practice deployment and support in large health enterprises.
- > Knowledge of best practice pertaining to the deployment of enterprise applications to the cloud.
- > An understanding of emerging directions within health services, nationally and internationally.
- > Knowledge of the National and State eHealth Strategic Directions.
- > Knowledge and understanding of the complexities and challenges of the SA Health industry and government sector, relevant Legislation, Awards and Statutory requirements.

## South Australian Executive Service (SAES) Core Competencies

The South Australian Executive Service (SAES) competency framework forms the DNA of leadership within the public sector. The framework provides the mechanism by which the SAES links the attraction, recruitment, development, performance assessment and retention of executives to a consistent and robust set of competencies that articulate the specific behaviours required to achieve optimum performance levels. The use of the competency framework enables executives to measure performance and manage succession, building executive strength and talent in public sector positions.

The core competencies of the SAES framework require executives to be able to:

- Shape Strategic Thinking and Change
- Achieve Results
- Drive Business Excellence
- Forge Relationships and Engages Others
- Exemplify Personal Drive and Professionalism

## Skills for the Information Age (SFIA) Competency Framework

### Professional & Technical Skills:

Professional Skill	Code	Level	Skill Requirement
<b>Systems Development Management</b>	<b>DLMG</b>	<b>7</b>	<ul style="list-style-type: none"> <li>▪ Sets strategy for resource management within systems development, authorises the allocation of resources for programmes of system development projects, and maintains an overview of the contribution of the programme to organisational success.</li> </ul>
<b>Service Level Management</b>	<b>SLMO</b>	<b>7</b>	<ul style="list-style-type: none"> <li>▪ Sets strategies for service delivery that support the strategic needs of the client organisation.</li> <li>▪ Authorises allocation of resources for monitoring service delivery arrangements.</li> <li>▪ Provides leadership within the industry on the identification of future trends (e.g. technical, market, industrial, socioeconomic, legislative).</li> <li>▪ Develops relationships with customers at the highest level to identify potential areas of mutual commercial interest for future development, maintains an overview of the contribution of service delivery arrangements to organisational success.</li> </ul>
<b>Supplier relationship management</b>	<b>SURE</b>	<b>6</b>	<ul style="list-style-type: none"> <li>▪ Influences policy and procedures covering the selection of suppliers, tendering and procurement, promoting good practice in third party management with respect to information security.</li> <li>▪ Deploys highly developed commercial skills to identify external partners, engaging with professionals in other related disciplines (e.g. procurement specialists, lawyers) as appropriate.</li> <li>▪ Is responsible for defining commercial communications, and the management and maintenance of the relationship between the organisation and the supplier.</li> <li>▪ Measures the perception about how services are delivered, how this influences the performance of the supplier and their perception of own organisation's performance.</li> </ul>



			<ul style="list-style-type: none"> <li>Ensures that processes and tools are in place to conduct benchmarking.</li> <li>Conducts supplier analysis and assesses effectiveness across the supply chain. Promotes good practice with regard to third party information security.</li> </ul>
<b>Software Development Process Improvement</b>	<b>SPIM</b>	<b>7</b>	<ul style="list-style-type: none"> <li>Liaises with client functions to establish business requirements and identifies, proposes, initiates and leads significant improvement programmes.</li> <li>Manages the quality and appropriateness of the work performed and delivers measurable business benefits.</li> <li>Modifies existing software process improvement approaches and/or develops new approaches to achieving improvement.</li> </ul>
<b>Stakeholder Relationship Management</b>	<b>RLMT</b>	<b>6</b>	<ul style="list-style-type: none"> <li>Supports business change, acting as a single point of contact for senior stakeholders, facilitating relationships between them.</li> <li>Ensures that stakeholders understand available IT services, and promotes financial and commercial awareness in order to deliver value-for-money.</li> <li>Conducts analysis of demand for services and influences stakeholders to ensure that the necessary investments are made to deliver required services.</li> <li>Negotiates at senior level on technical and commercial issues, to ensure that customers, suppliers and other stakeholders understand and agree what will meet their needs, and that appropriate service level agreements are defined.</li> <li>Oversees monitoring of relationships including lessons learned and appropriate feed- back. Initiates improvement in services, products and systems.</li> </ul>

### Business Skills:

Skill	Level	Description
<b>Autonomy</b>	<b>7</b>	Has authority and responsibility for all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates.
<b>Influence</b>	<b>7</b>	Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations. Develops long-term strategic relationships with customers and industry leaders.
<b>Complexity</b>	<b>7</b>	Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.
<b>Business skills</b>	<b>7</b>	Has a full range of strategic management and leadership skills. Understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner. Has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT. Communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies. Assesses the impact of legislation, and actively promotes compliance. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT in own area(s) of expertise.

**Resilience:**

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

**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.

**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 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.*
- > *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.

**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 incumbent may be required to work out of hours and some intra/interstate may be required.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* 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 *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.

## 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, the Minister for Ageing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Ageing 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., Country Health SA 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.

### Department for Health and Ageing:

The Department for Health and Ageing assists the Minister for Health and 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.

### eHealth Systems Division

Our Mission at eHealth Systems is to provide and maintain a robust ICT environment supporting the full spectrum of SA Health's business and develop a fully integrated statewide electronic health record, to improve the quality and safety of health care in SA by connecting hospitals, health professionals and the community throughout the state. Our vision at eHealth Systems is to provide the right information, to the right person, at the right time, in the right place.

eHealth Systems has 3 key directorates:

<b>Customer Services</b>	Comprises the Service Delivery team and eHealth Systems Service Desk functions, who are responsible for end-to-end IT service delivery across the Health Portfolio. Provides internal support to eHealth Systems including financial management, human resources and corporate support. Provides the primary customer interface between SA Health business units and eHealth Systems.
<b>Portfolio &amp; Strategy</b>	Manages and delivers all eHealth Systems projects as approved by the eHealth Systems Steering Committee. Sets, defines and aligns IT strategy and standards to the goals and objectives of SA Health and provides independent governance and risk management to eHealth Systems.
<b>Technology &amp; Infrastructure</b>	Technology and Infrastructure provides technical support and delivery for SA Health and manages, supports and maintains the 'live' IT environment across SA Health.

## 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:**