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SA Health Job Pack

Job Title	EPAS Program Manager
Job Number	609320
Applications Closing Date	11 November 2016
Region / Division	Department for Health and Ageing
Health Service	eHealth Systems
Location	Adelaide CBD
Classification	MAS3
Job Status	Full Time / Term Contract (up to 29 December 2017)
Indicative Total Remuneration*	\$126,911

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 - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Robert Brierley
Phone number	74253288
Email address	robert.brierley@health.sa.gov.au

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:	EPAS Program Manager
Classification Code:	MAS3
LHN/ HN/ SAAS/ DHA:	DHA
Division:	eHealth Systems
Department/Section/Unit/Ward:	EPAS
Role reports to:	EPAS Program Operations Director
Role Created:	October 2014; Updated March 2016
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged <input type="checkbox"/> Child- Prescribed <input type="checkbox"/> Vulnerable <input checked="" type="checkbox"/> General Probity

ROLE CONTEXT

Primary Objective(s) of role:

The EPAS Program Manager is accountable to the EPAS Program Operations Director and directly responsible for managing the delivery of specific project(s) that relate to the critical EPAS priorities and goals. The incumbent will be required to plan, lead, co-ordinate, control and manage timely, high quality and cost effective projects and provide expert advice and consultancy services. The incumbent will also be required to lead, manage and monitor staff as required such as IT contractors, suppliers and consultants.

The position provides authoritative advice, leadership, oversees and manages the coordination of the operational outcomes for the EPAS Program, including management of outcomes, milestones and associated documents required to successfully complete this project of work. The EPAS Program Manager provides the critical conduit to enable and facilitate high-level communication channels, collaboration and coordination of functional and operational streams within SA Health as well as providing the key interface between SA Health and Allscripts.

Direct Reports:

Project Managers
Business Analysts
Project Officers/Coordinators
Program Scheduler
Consultants and contract staff.

Key Relationships/ Interactions:

Internal

- > Works with Directors, management and staff within the EPAS Program and SA Health.
- > Participates on and provides executive advice to various EPAS Governance committees and their members.
- > The EPAS Program Manager will have a close working relationship with all relevant business streams, project leads and key leadership roles within SA Health to achieve successful outcomes

External

- > Required to liaise with clinicians, administrative and other relevant personnel, across SA Health.
- > The EPAS Program Manager will have close working relationships with other government agencies, vendors and other relevant stakeholders in line with the project's scope.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > The objectives and scope of specific EPAS Program projects are assessed and managed including the translation into operational plans.
- > Planning, scheduling, implementation and monitoring of a range of activities related to assigned EPAS Program Projects and the implementation of risk mitigation strategies are managed effectively.
- > Specific EPAS projects and work streams are managed to achieve EPAS objectives and deadlines.
- > Project plans, goals, priorities and reporting methods within the framework of corporate plans and the objectives of the EPAS Program are established and monitored.
- > Roles, responsibilities and reporting requirements for personnel within projects/programs are identified and adequately resourced.
- > Coordinating timeframes to take into account unplanned operational and project issues/outcomes.
- > Management of the Program Delivery Team
- > Development and implementation of end-to-end implementation strategies, communication and workflows for the EPAS Program, within budgets and timeframes.
- > Ongoing maintenance of the Project Plan throughout the duration of the project including effective management of project issues including internal business stream issues/risks.

Delegations:

Human Resources – Level 4

Finance – N/A

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, 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.

Special Conditions:

- > The incumbent will be required to work out of hours and some intra/interstate may be required.
- > The incumbent may be required to travel or work across and/or be located at any of the Department of Health units/divisions as required
- > A flexible approach to taking of leave is 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 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 (DCSI).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Program Management	<ul style="list-style-type: none"> > Responsible for management and leadership in regards to the preparation of all project deliverables, including, papers, reports, registers, approvals and risk mitigation strategies in line with the formal decision making process and delivery of specific EPAS projects and achieve EPAS objectives and deadlines. > Provide leadership, direction and support in directly managing people, Project Managers and other branch and agency resources. > Establish project plans, goals, priorities and reporting methods within the framework of corporate plans and the objectives of the EPAS Program. > Validate the objectives and scope of projects to ensure they are adequately addressed. > Ensure projects are consistent with Department policies and procedures. > Establish develop and implement frameworks to ensure that infrastructure and applications are delivered on time, in accordance with specifications and satisfies quality assurance requirements/testing before release. > Identify, assess and establish a risk management framework. > Assist Portfolio Agencies with project consultancy and expert advice in relation to the impact of EPAS in their environments. > Establish the requirements to, lead, manage and monitor contractors, vendors and consultants engaged in EPAS projects. > Identify training needs; oversee the development and implementation of training programs and materials that support EPAS technical projects. > Undertake post implementation reviews to identify opportunities for improvement, reviewing and streamlining processes and procedures associated with project management. > Responsible for the preparatory work necessary for the development of the EPAS Program Project Plan taking into consideration the requirements of SA Health, in partnership with Allscripts. > Responsible for the implementation and execution of the Project Plan as approved by the EPAS Program Steering Committee on time and on budget.
Resource Management and Leadership	<ul style="list-style-type: none"> > Responsible for the day to day management and leadership of the EPAS Program Delivery Team to ensure that all operational aspects are effectively managed and delivered in accordance with the Project Plan as approved by the EPAS Program Steering Committee to support successful achievement of the project objectives and the broader strategic and business objectives of SA Health. > Provide professional leadership and direction to staff and encourage a culture of cross-team and cross-department collaboration. > Ensure the identification of roles, responsibilities and reporting requirements for personnel within projects/programs. > Determine, monitor and review all project economies, including project costs, operational budgets, staffing requirements, project resources and project risks. > Ensure procurement processes comply with Departmental specified delegations, policies, standards, procedures and service level agreements. > Ensure that efficient work practices, best practice and contemporary procedures are implemented and reviewed.

Stakeholder Engagement	<ul style="list-style-type: none"> > Manage relationships, negotiate, and liaise with personnel at all levels of the Public Sector and the Industry, with due reference to operational, political, financial and strategic impact. > Undertake contract management of technology suppliers including the development of specifications, evaluation of tenders and negotiation of contracts in accordance with Public Sector procurement policies and legislation. > Identify, develop and manage collaborative links with program stakeholders to increase engagement and uptake of specific applications and opportunities for EPAS.
Continuous Improvement and Quality	<ul style="list-style-type: none"> > Maintain and support a culture of performance, professionalism and continuous improvement within the team > Provide expert mentoring and guidance to team members to ensure they possess required new skills and knowledge > Deliver significant and expert contribution to planning and decision making processes. > Contribute to the implementation of quality improvement standards and measurement strategies within the EPAS Operations branch. > Ensure external service providers, consultants, contractors, vendors and partners provide quality deliverables to SA Health and its customers.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Exceptional ability to plan, lead, implement, evaluate and manage multiple, complex projects within the framework of the corporate objectives and in consideration of operational, political, financial and strategic issues.
- > High-level research and analytical skills with a demonstrated ability to identify and exploit emerging technical and business opportunities and provide high level strategic advice.
- > Superior written and verbal skills with high level ability to articulate and present complex concepts clearly and concisely.
- > Ability to identify, analyse and conceptualise problems to formulate and execute appropriate solutions and present high level written reports.
- > Highly effective interpersonal skills, with proven ability to relate effectively to a diverse range of stakeholders and clients, negotiate successful outcomes in an innovative and resourceful manner, whilst maintaining a high standard of professional competence and an ethical approach.
- > Proven ability to work independently, as well as collaboratively in a team, under broad direction only, lead multi-disciplinary teams and contractors and make well informed, timely and significant decisions to achieve department objectives.
- > Proven ability to respond receptively to change in the working environment (including the ability to lead and evaluate change initiatives), learn, promote and apply new ideas and business concepts, and deal with competing priorities.

Experience

- > Extensive experience in managing projects, staff, business plans and multi-million dollar budgets within a large and complex organisation.
- > Demonstrated substantial experience in the implementation of strategies at a regional, state or national level.
- > Demonstrated substantial experience in providing expert advisory and consultation services at a senior level, including interpretation and application of policies and legislation.

Knowledge

- > Knowledge of SA Health objectives and goals, in particular the role and objective of the EPAS Program.
- > Knowledge of project management principles, change management practices and administrative processes in a large complex organisation.
- > Knowledge of the spirit and principles of the Premier's safety commitment and the legislative requirements of the Occupational Health, Safety and Welfare Act, utilising AS/NZS4360 Risk Management or to an equivalent set of standards.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Relevant tertiary qualification in a related field

Experience

- > Experience in either of the following methodologies:
 - o Prince2
 - o PMI PMBOK .

Knowledge

- > Knowledge of the broader health, welfare and government system

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 Ageing and the Minister for Mental Health and Substance Abuse.

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, 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:

SA Health has committed to implementing a new Enterprise Patient Administration System ("EPAS") as the foundation of Australia's first fully integrated state-wide electronic Health Record ("eHR").

The implementation of an EPAS will signal significant change throughout SA Health. Most, if not all, medical, nursing, midwifery, allied health and support staff will be affected by the introduction of the new system and in particular the new capabilities and associated ways of working that will result from the introduction of an EPAS.

Clinical leadership and engagement will be paramount to drive business change across the health system with particular focus on developing new business models of patient care which the EPAS solution will be configured to support. As a result, clinical engagement for the EPAS program will need to commence in the planning phase for the Program and continue throughout the implementation and post-implementation phases to ensure effective and efficient delivery of the EPAS Program. The SA Health EPAS Program is a clinical Program that uses information technology to support clinical practice innovation. Therefore embedding an ethos of innovation and clinical engagement through the course of the Program is critical.

The EPAS Program brings together SA Health leadership, the clinical community, administration and ICT staff into a single Program Team responsible for the implementation of EPAS across all South Australia's health care facilities. The EPAS solution will play a central role in supporting the South Australian health reform agenda by providing the means of transforming SA Healthcare: A single information system for partnerships in care at all times in all places.

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 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: