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## SA Health Job Pack

Job Title	Program Scheduler
Job Number	622287
Applications Closing Date	28 July 2017
Region / Division	Department for Health and Ageing
Health Service	EPAS Program Delivery
Location	Adelaide CBD
Classification	ASO7
Job Status	Full Time / Term Contract (up to 29 December 2017)
Indicative Total Remuneration*	\$106,536-\$115,567

## 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

Full name	Trang Ly
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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>	EPAS Program Scheduler
<b>Classification Code:</b>	ASO7
<b>LHN/ HN/ SAAS/ DHA:</b>	DHA
<b>Division:</b>	eHealth Systems
<b>Department/Section / Unit/ Ward:</b>	EPAS Program
<b>Role reports to:</b>	EPAS Program Manager
<b>Role Created/ Reviewed Date:</b>	Created October 2016
<b>Criminal History Clearance Requirements:</b>	<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 Scheduler is accountable to the EPAS Program Manager and is responsible for providing expert scheduling services and advice for the EPAS Program and related projects. The position requires a complex understanding of advanced program / project scheduling management methods and a high level of competency with complex project scheduling tools particularly MS Project. The position will significantly impact the quality of EPAS Program outcomes by enabling more effective resource and time management.

### Direct Reports:

> Nil

### Key Relationships/ Interactions:

#### Internal

- > Primary working relationships with members of the EPAS Program Planning & Delivery, Implementation & Business Change, Clinical Support and Operations streams.
- > Liaises extensively with Directors, Managers and staff within the EPAS Program.

#### External

- > Liaises with the EPAS Program preferred vendor (Allscripts).

### Challenges associated with Role:

Major challenges 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 are managed to achieve EPAS objectives and deadlines.

**Delegations:**

> Nil

**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:**

- > May be required to work outside of normal business hours or as part of a roster during specific periods
- > 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 the taking of leave is required.
- > Some travel may be required.
- > May be required to work 24/7 rosters
- > 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 *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
<b>Lead and manage scheduling services across the EPAS Program</b>	<ul style="list-style-type: none"> <li>&gt; Creating and maintaining the Master Schedule Rollup, detailed Program / project schedules and work breakdown structures for the EPAS Program and related projects, including detailed analysis to improve Program and project efficiencies.</li> <li>&gt; Assisting and coaching Team Managers in the development of detailed project schedules in MS Project Professional.</li> <li>&gt; Overseeing compliance by Team Managers to project scheduling standards.</li> <li>&gt; Tracking progress of the EPAS Program and related projects against the base-lined schedule and providing program reports.</li> <li>&gt; Managing the project scheduling system, and providing guidance on the methods, processes and procedures required to use the system according to agreed standards.</li> <li>&gt; Manage and maintain Program / project files and the repository of lessons learned.</li> <li>&gt; Financial planning, controlling, reporting and resource management in the context of scheduling.</li> </ul>
<b>Drive service and performance excellence within the EPAS Program Office which results in efficient and effective Program / project scheduling service</b>	<ul style="list-style-type: none"> <li>&gt; Implementing efficient and effective scheduling services, systems and process improvement initiatives.</li> <li>&gt; Establishing and ensuring all program and project schedules are developed and maintained to the highest standards.</li> <li>&gt; Identifying and reporting impending issues or problems in a timely manner and enacting appropriate escalation processes if required to ensure project risks or threats are addressed in an appropriate way.</li> <li>&gt; Developing and implementing quality improvement standards and management strategies.</li> <li>&gt; Performing self-assessment of program scheduling performance in meeting goals and commitments.</li> <li>&gt; Proactively contributing to developing the competency of Team Managers in developing and managing effective project schedules.</li> </ul>
<b>Establish and maintain relationships with key stakeholders</b>	<ul style="list-style-type: none"> <li>&gt; Lead, manage and establish relationships with key stakeholders to facilitate the achievement of the EPAS Program deployment.</li> <li>&gt; Undertake high level liaison with internal and external stakeholders, including undertaking relevant consultation processes and negotiations regarding project deliverables.</li> <li>&gt; Contribute to the development of a quality culture including the conduct of quality assessment reviews and performance management.</li> <li>&gt; Providing regular reports and feedback to management and key stakeholders, highlighting project progress, issues and risks.</li> <li>&gt; Communicating changes to stakeholders in a timely and effective manner.</li> </ul>
<b>Contribute as a senior member of a project team to deliver project outcomes</b>	<ul style="list-style-type: none"> <li>&gt; Determine own work objectives, planning and prioritising own workloads and communicating priorities.</li> <li>&gt; Supporting other team members and undertaking other duties as necessary to meet team objectives.</li> <li>&gt; Delivering timely and accurate results.</li> <li>&gt; Participating in change management initiatives associated with the project.</li> <li>&gt; Performing duties in a manner that reflects the values and ethical standards of SA Health and the EPAS Program.</li> <li>&gt; Contribute to a work ethos that focusses on the achievement of identified program/service outcomes.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Nil

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

- > Ability to work under broad direction within a clear framework of accountability and exercise substantial personal responsibility and autonomy.
- > Ability to analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
- > Ability to communicate effectively, formally and informally, with colleagues and EPAS Program staff.
- > Ability to facilitate collaboration between stakeholders who have diverse and often competing objectives.
- > Demonstrated ability to apply an analytical and systematic approach to problem solving.
- > Ability to respond positively to change in a manner that promotes and influences others, therefore facilitating change management processes.

#### **Experience**

- > Significant experience with complex scheduling for high value programs and associated projects in a large, complex organisational or program / project environment.
- > Significant experience tracking schedules through 'actuals' and 'estimated to complete'.
- > Advanced experience with program / project scheduling software including MS Project Server.
- > Demonstrated experience in developing and using scheduling integrity checkpoints to identify corrective action and ensure best practice scheduling is applied.
- > Demonstrated experience developing what if scenarios and critical path analysis.
- > Demonstrated experience tracking program / project progress and evaluating program / project status against planned schedules, and providing insightful reports to program / project managers and senior management teams.
- > Demonstrated abilities in managing competing priorities.
- > Ability to work in a matrix modelled environment.

#### **Knowledge**

- > Expert knowledge of program / project scheduling methods and techniques.
- > Knowledge of earned value analysis techniques.
- > Detailed knowledge of advanced program / project scheduling and management systems such as MS Project Server.
- > Detailed knowledge of program / project management and software development lifecycles.
- > Sound knowledge of SA Health program / project scheduling requirements including management of interdependencies between projects and the consequent impact on schedules.

### **DESIRABLE CHARACTERISTICS**

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

- > Relevant degree.
- > Relevant Industry Project Management Qualifications

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

#### **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:**