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SA Health Job Pack

Job Title	Senior Manager, Reporting Systems
Job Number	631186
Applications Closing Date	6 October 2017
Region / Division	Department for Health and Ageing
Health Service	Transforming Health
Location	Adelaide CBD
Classification	ASO8
Job Status	Full Time / Ongoing Appointment
Indicative Total Remuneration*	\$119,945-\$124,662

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	Tina Hardin
Phone number	822 67329
Email address	tina.hardin@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:	Senior Manager, Reporting Systems
Classification Code:	ASO8
LHN/ HN/ SAAS/ DHA:	DHA
Hospital/ Service/ Cluster	
Division:	Transforming Health
Department/Section / Unit/ Ward:	Quality, Information and Performance - Data & Reporting Services
Role reports to:	Associate Director, Data & Reporting Services
Role Created/ Reviewed Date:	
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

The Senior Manager, Reporting Systems manages existing data warehouses and reporting systems as well as the initiation, planning, co-ordination and implementation of reporting system development projects within Data & Reporting Services. These reporting systems support executives, operational managers and clinicians to make the right decisions to ensure appropriate, safe and quality services for patients within the public health system in South Australia, and contain mission critical real-time data processes as well as daily, weekly and monthly data loads to support a large range of operational, clinical and performance reporting requirements.

The position is customer focussed and requires a vast amount of experience and knowledge of information systems, corporate reporting requirements and management of permanent and project staff to astutely guide a project team, to be flexible, diplomatic, supportive, driven and persistent. The Senior Manager is required to advise, consult, budget, resource, plan, monitor and report on outcomes to and with key stakeholders.

Direct Reports:

10 staff members

Key Relationships/ Interactions:

Internal

- > Primary working relationship with the Associate Director, Data & Reporting Services
- > Leads, coordinates and directs a team comprising business analysts, technical developers and report writers
- > Liaises extensively with SA Health Corporate Leadership and clinicians
- > Fosters close working relationships with system administrators of source systems

External

- > Liaises with external service providers, vendors and partners

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Enterprise, corporate, and individual reporting requirements are produced using data that are captured effectively and reported in an informative manner.
- > Strategic and functional advice is provided on complex issues affecting the team in meeting its collective objectives.
- > Working in a fast paced environment characterised by complexity, innovation and change.

Delegations:

HR delegation 4

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.
- > 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:

- > 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
Manage Existing Reporting Systems	<ul style="list-style-type: none"> > Under the direction of the Assistant Director,, Data and Reporting Services provide a comprehensive business intelligence service to staff throughout the portfolio. > Contribute to the portfolio's information management and reporting needs by assuming responsibility for the planning, development, implementation and management of an effective and innovative data warehousing and reporting program. > Establish a rigorous Change Management and Quality Assurance program to ensure the integrity of the reporting systems. > Ensure key information is available to the whole portfolio and that it is accurate, timely, represents a single version of the truth, meets National and State standards and protocols. > Contribute to the improvement of strategic and business planning and the implementation of these plans by providing access to executive information and educating senior managers in the development and use of key performance indicators. > Promote and support the use of reporting systems, data integration technologies and techniques to identify and monitor key business drivers, measure and benchmark performance and measure and analyse trends. > Ensure that data warehouses and other information delivery systems are managed in accordance with agreed Departmental, State and National standards. > Develop and maintain best practice data management and technology standards ensuring alignment with other areas and within Data and Reporting Services. > Resolve and provide prompt and effective solutions addressing complex Business Intelligence issues across all the data warehouses and the suite of reporting applications.
Project Management	<ul style="list-style-type: none"> > Ensure that end user consultation takes place to enhance the efficiency and effectiveness of the service and establish a framework that is based on extensive communication and consultation with clinical and corporate leadership. > Ensure that new data access and reporting concepts and needs identified by the business are well understood and specified to enable the successful development and deployment of reporting systems. > Ensure that projects align with the organisation's current strategic and operational requirements. > Comply strictly with SDLC standards, data models and technology standards for SA Health and the Unit including ensuring appropriate documentation and consideration of maintenance and support models. > Ensure that projects are planned, delivered and evaluated. > Monitor and report on project progress, performance and financial position and develop corrective actions where required.

Resource Management	<ul style="list-style-type: none"> > Ensure that service provision and the activities of the unit are customer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of business partners and external clients. > Ensure the effective management of human, financial and physical assets managing risk within the unit through appropriate planning and allocation of resources to achieve agreed business and strategic plans. > Recruit and retain staff with required skillsets. > Taking direction from the Assistant Director, Data and Reporting Services when required plan and prioritise staff workloads, communicate priorities and provide direction and problem-solving advice on complex technical matters to team members. > Manage the team to consistently deliver projects on-time and on-budget. > Develop and foster 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 differences, and encourages creativity and innovation.
Continuous Improvement	<ul style="list-style-type: none"> > Share knowledge amongst the Data & Reporting Services. > Contribute to the implementation of quality improvement standards and measurement strategies within the Data & Reporting Services team. > Participate in a culture within the Data & Reporting Services team where there is an expectation of excellence in customer service, product delivery and professionalism. > Monitor own performance to ensure that work is appropriately prioritised and completed on schedule to meet operational requirements. > Ensure own training and skills are appropriate and raise required training and up-skilling requirements with the manager. > Contribute to development and achievement of the Data & Reporting Services Information Strategy and work plan.
Corporate Compliance	<ul style="list-style-type: none"> > Comply with all SA Health workplace policies and procedures > Comply with the Code of Conduct for Public Sector Employees > Adequately manage the official records he/she creates and receives according to relevant legislation, policies and procedures. > Identify and report all health and safety risks, accidents, incidents, injuries property damage and near misses in the workplace. > Participate in all activities associated with the management of workplace health and safety > Promote awareness and compliance with Equal Employment Opportunity principles. > Participate in personal development reviews. > Ensure cultural sensitivity is maintained by attending and contributing to their learning in diversity of Cultural awareness and cross cultural training, with a frequency determined as appropriate by the organisation. > Contribute to the well-being of people in South Australia through participation 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.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications (include only those listed as an essential qualification for the specified classification group)

- > Nil

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 Occupational Health Safety and Welfare Act, utilising AS/NZS 4360 Risk Management, or to an equivalent set of standards.
- > Highly effective interpersonal communication skills, both written and verbal, to articulate and present complex concepts clearly and concisely to diverse clients; clinical, administrative and ICT professionals.
- > Ability to identify performance outcomes, set priorities, plan and schedule work to achieve objectives and meet deadlines within a context of competing work demands/priorities and tight time frames.

Experience

- > Experience managing a multi-disciplinary professional teams to meet collective program objective (both strategic and operational).
- > Proven experience in the configuration and use of a range of technical environments and tools for the construction of a reporting architecture that enables the assembly/extraction/transformation of data from disparate sources to meet the reporting needs of a large, complex and dynamic organisation.
- > Proven experience in managing and coordinating a large program of work within constrained timeframes and competing priorities.
- > Proven experience in the delivery of complex analytical and technical programming services to construct ICT based solutions to address business problems.
- > Experience in communicating, negotiating and working collaboratively with stakeholders from a variety of professional and organisational backgrounds including the community, service providers and other relevant stakeholders.

Knowledge

- > Demonstrated knowledge of best practice approaches to establishing and maintaining a reporting architecture constructed from disparate data sources.
- > Demonstrated knowledge and ability to create a systematic and consistent framework for the analysis, documentation, specification and technical solution development of report based information management in large, complex and dynamic organisations.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Relevant Postgraduate Degree

Personal Abilities/Aptitudes/Skills:

Experience

Knowledge

- > Demonstrated knowledge of National and SA Health Reform, bench marking initiatives and evolving models of care for clinical service delivery.
- > Demonstrated detailed knowledge of health key performance indicators, health service agreements and benchmarking initiatives, national and state based, and the data/information management required to meet these reporting obligations.

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:

The role of the Data and Reporting Services Division is to provide timely, accurate and complete data to the Department, State and the Commonwealth to enable accurate reporting of health data. The unit provides knowledge and expertise in data management, business analysis, data warehouse and report development, data solutions, business rules and data standards to enable the availability of appropriate information to support evidence based decision making 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 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: