

i can

...do something
more meaningful



SA Health Job Pack

Job Title	Senior Risk Manager - NALHN
Job Number	654882
Applications Closing Date	27 April 2018
Region / Division	Northern Adelaide Local Health Network
Health Service	Lyell McEwin Hospital & Modbury Hospital
Location	Elizabeth Vale / Modbury
Classification	ASO7
Job Status	Permanent full time
Indicative Total Remuneration*	\$106,536/ \$115,567 pa

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	Deb Muller, Manager, Clinical Governance Service
Phone number	82822546
Email address	Deb.Muller@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



Government of South Australia
SA Health

Northern Adelaide Local Health Network (LHN) JOB AND PERSON SPECIFICATION (NON-MANAGERIAL)

TITLE OF POSITION: Senior Risk Manager	ADMINISTRATIVE UNIT: SA Health – Northern Adelaide LHN
Classification: AS07	Health Unit: Lyell McEwin Hospital & Modbury Hospital
Classification Reviewed: 1 March 2017	Division: Office of CEO
	Department / Section: Clinical Governance Service
	Position No: NW0798
	Position Created: 2007

Job and Person Specification Approval

CEO or Delegate

____/____/____
Date

JOB SPECIFICATION

PREAMBLE

The implementation of the National Health Reform in 2011 saw the establishment of five Local Health Networks across SA intended to promote, maintain and restore the health of the communities they serve.

The Northern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to

those in regional areas. More than 3,800 skilled staff provide high quality patient care, education, research and health promoting services.

The Northern Adelaide Local Health Network (NALHN) provides a range of acute and sub acute health services for people of all ages and covers 16 Statistical Local Areas and four Local Government Areas (one of which crosses the Central Adelaide Local Health Network) and includes the following:

- Lyell McEwin Hospital
- Modbury Hospital
- Sub-Acute
- GP Plus Health Care Centres and Super Clinics
- Aboriginal Health Care Services
- Mental Health Services (including two statewide services – Forensics and Older Persons)

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

SUMMARY OF THE BROAD PURPOSE OF THE POSITION and its responsibilities/duties

The Senior Risk Manager is accountable to the Executive Director, Nursing & Midwifery, Outpatients Service and Clinical Governance Service through the Manager, Clinical Engagement, Risk and Compliance Unit, Northern Adelaide Local Health Network (LHN) for the coordination of comprehensive clinical and corporate risk management programs for the Local Health Network.

The incumbent is responsible for providing high level advice and support in regards to clinical and corporate initiatives and risk minimisation, assisting in the development of a culture of safety, quality and risk management across the LHN that is commensurate with National Standards and SA Health frameworks.

The incumbent will participate as an integral member of the Clinical Governance Service for the LHN.

REPORTING/WORKING RELATIONSHIPS

The working relationships that this position needs to maintain and manage are with the:

- LHN Executive Team members
- Clinical Directors and Co-Directors of Divisions
- SA Health Safety & Quality Unit
- SA Health Audit & Risk Management Unit (RMAC)
- SAICORP
- SA Legal & Governance Unit (LGIS)
- SAPOL
- Coroner's Office

Establish and maintain positive working relationships with clients, customers, consumers, employees, families and other key stakeholders within the public and private sectors and wider community through the use of effective communication strategies.

Nursing appointment will be professionally accountable to the Executive Director, Nursing & Midwifery.

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

- Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue.'
 - The incumbent will be required to participate in the organisation's bi-annual Performance Review & Development Program.
 - May be required to work within other locations of the Northern Adelaide LHN.
 - Some out of hours work may be required.
 - Support values consistent with the aims of SA Health and the LHN, including honesty, respect and integrity.
 - May be required to undertake a health assessment prior to commencement.
 - Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Health, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers.
-

STATEMENT OF KEY OUTCOMES AND ASSOCIATED ACTIVITIES

1. **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.
2. **Contributes to patient safety and quality by adhering to the Australian Charter of Health Care Rights, understanding the intent of the Australian National Safety & Quality Health Service Standards and participating in quality improvement activities as necessary.**
3. **All employees are responsible and accountable for keeping accurate, legible and complete records of their activities.**
4. **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.**
5. **Supporting the Executive Director Clinical Governance Service and the Manager, Consumer Engagement, Risk and Compliance Unit and working collaboratively to ensure effective implementation and monitoring of all aspects of risk management and safety of care throughout the NALHN:**
 - that supports the delivery of optimal health care services
 - underpins LHN and SA Health and National frameworks and standards through the provision of high level advice and support in regards to, clinical and corporate initiatives and risk minimisation, and assisting in the development of a culture of safety, quality and risk management across the LHN,**by:**
 - assisting in developing patient safety, quality and risk management strategies for the LHN which are aligned to the LHN, national and state agendas to enable the LHN to meet its strategic objectives

- liaising and providing expert advice / consultancy to LHN staff about risk management issues
- participating in process development in risk management including by assisting to foster and implement an operational risk management systematic approach for the improvement of patient safety, quality and risk management. This encompasses service improvement initiatives relevant to minimising risk to patient safety in the allocated area of responsibility
- facilitating the integration of national and state risk management agendas and health reform within the context of the LHN
- supporting the SA Health Risk Management Policy and Framework to ensure the LHN moves towards its articulated vision
- contributing to the LHN action plans for patient safety & risk management development and implementation identifying objectives, timeframes and outcome / achievements.
- participating in the planning, initiation and evaluation of risk management projects, programs and quality improvement activities to improve the management of risks,
- including clinical practice improvement projects, Root Cause Analysis and HFMEA processes within the LHN
- assisting in relation to safety, quality and risk including service improvement, performance measurement and accreditation for the organisation within the context of the SA Health and LHN frameworks
- fostering the development of a patient safety and risk management culture within the LHN through the development of a program for the sustainability of staff knowledge, skills and experience in risk management in collaboration with others
- to lead, motivate and inspire team members within the LHN to achieve excellence in service provision, minimisation and control of risks.
- participating in the planning and preparation of relevant business plans related to patient safety, and risk management to meet LHN and customer/consumer needs
- participating in the development of LHN Risk Management systems, policy and process systems, where appropriate, for patient safety, and risk within the organisation that underpin the state and national agendas and priorities
- to maintain and monitor key performance indicators endorsed by the LHN relating to risk management that compliments the National, SA Health and LHN frameworks and health reform agendas.
- contributing to benchmarking, (including Health Round Table as required) to identify opportunities for improvement in managing current and emerging risks.
- facilitating an infrastructure, which specifically focuses on identifying, implementing and evaluating risk, which includes creating effective communication channels to ensure clinicians are aware of clinical practice improvement activities and the resulting outcomes
- advising and supporting clinicians to undertake complex projects relating to patient safety and risk. This is achieved by overseeing the coordination and delivery of organisational protocols and the development and monitoring of programs as required.
- promoting, supporting and assisting staff to provide safe, cost effective, care to patients / clients

Ensure coordination of the function of risk management throughout the LHN:

- in collaboration with the CERCU Manager, implementing and monitoring compliance with SA Health policy and procedures and LHN protocol relating to serious event review process (root cause analysis (RCA)) and in conjunction with staff providing recommendations to the organisation on recommended actions.
- leading, developing and facilitating a preventative clinical and corporate risk reduction program that enables the LHN and Clinical Divisions to identify the highest risk exposures (by risk mapping the patient journey), together with the control systems that are in place, and incorporates a risk management education program

- leading, developing and facilitating the development and supporting of a corporate and clinical risk management process which articulates the appropriate identification and management of all clinical risk that enables LHN Clinical Division staff from all disciplines, to ensure congruence with the strategic directions of the LHN
- contributing to policy and planning activities relating to clinical and corporate risk identification and management and arrange appropriate educational activities as a result of identified risks
- ensuring that medico-legal matters are managed according to risk management principles by liaising with and advising LHN personnel and by liaising with claims managers, courts, Police, Coroner's Office, legal personnel and medical and health officials.
- ensuring the integration of clinical and corporate risk management claims management, complaints and quality assurance activities for the purpose of minimising the risk of exposure of the LHN
- liaising with the appropriate committee that monitors mortality / adverse events providing aggregate data of preventable (possible) deaths used to establish target risk reduction programs.
- liaising with Freedom of Information Officer to ensure processes in place to minimise risk.
- providing advice on the interpretation and application of risk and safety alerts within the LHN

Contributing to the achievement and maintenance of good practice and the ongoing effectiveness and appropriateness of services:

- in accordance with the safety, quality & risk evaluation program, collecting, analysing and reporting on key performance indicators endorsed by LHN for all critical activities relevant to areas of responsibility.
- maintaining a recording system to accurately reflect the various aspects of the risk which will enable evaluation of performance leading to improvement and achievement of good practice standards, mitigation and control of clinical risk.
- assist in the identification, establishment and review of corporate and departmental performance standards and outcomes.

Participating in systems and processes for the maintenance of accreditation and certification:

- leading the evaluation, planning and actioning of the relevant risk management accreditation standards.

Acknowledged by Occupant: _____ Date: ____/____/____

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS (those characteristics considered absolutely necessary)

Educational/Vocational Qualifications

Refer to Workforce Operations Advice # WOA0006-12 for the minimum qualification requirements across SA Health.

Personal Abilities/Aptitudes/Skills

- Demonstrated effective interpersonal and communication skills which foster the trust, Co-operation and support of staff at all levels.
 - Demonstrated written and verbal communication skills, report writing skills.
 - Demonstrated understanding of safety of care, clinical risk management and professional indemnity issues.
 - Demonstrated ability to interpret and process a range of information specifically in relation to clinical and corporate risk management including coronial finding and case law.
 - Demonstrated ability to understand, interpret and apply state and federal legislation and to educate others in their application.
 - Proven conflict resolution, negotiation and problem solving skills.
 - Demonstrated ability to exercise a high degree of initiative, determine priorities, meet deadlines and to work effectively, independently of supervision in the achievement of agreed outcomes.
-

Experience

- Demonstrated experience in initiating and implementing risk management programs (clinical and corporate) and initiatives and evaluating outcomes.
 - Demonstrated experience working within a multi-disciplinary team within a health care environment.
 - Demonstrated experience working with personnel computers and use of Microsoft Office computer software packages.
 - Demonstrated experience in data analysis and interpretation.
-

Knowledge

- Understanding of Work Health and Safety principles and procedures
- Understanding of the Australian National Safety & Quality Health Service Standards.
- Sound knowledge and understanding of the principles of risk management (clinical and corporate) and a range of effective approaches to risk management
- Knowledge of the Australian legal system and its interaction with clinical and corporate risk management
- An understanding of risk and safety management systems, standards and responsibilities as they relate to risk management in a hospital or service setting.
- Sound knowledge of health related legislation and relevant current Government policies

and risk management principles and practices as outlined in the International Standard for Risk Management (AS/NZS ISO 31000:2009) and *Standards Australia HB 327:2010 Communicating and consulting about risk*.

- Knowledge of public sector management aims, personnel management standards and employee conduct standards, in particular Equal Opportunity and Workplace Health and Safety policies and procedures.

DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

Personal Abilities/Aptitudes/Skills

- Superior communication skills when dealing with all levels of staff and external contacts
 - Excellent record keeping and high level computing skills
-

Experience

- Proven experience in computing skills, including email and word processing
-

Knowledge

- Sound knowledge of medical terminology
 - Understanding of legislative Acts that impact Clinical and Corporate Governance in Healthcare
-

Educational/Vocational Qualifications (considered useful in carrying out the responsibilities of the position)

- An appropriate graduate or post graduate level qualification in risk management and / or related fields
-

Other details
