



ROLE DESCRIPTION

Role Title:	Project Support Officer
Classification Code:	ASO4
LHN/ HN/ SAAS/ DHW:	SA Ambulance Services (SAAS)
Hospital/ Service/ Cluster:	SAAS
Division:	Corporate Services
Department/Section / Unit/ Ward:	ePCR Project
Role reports to:	ePCR Project Office Manager
Role Created/ Reviewed Date:	
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

- > The Project Support Officer is responsible for coordinating and undertaking a range of high-quality project support, administration and reporting functions across the electronic Patient Care Record (ePCR) Program of work.
- > The role coordinates and undertakes project records management and reporting functions, provides a responsive point of contact service, supports project activities as required, provides advice on project administration functions and processes and develops and maintains positive working relationships with internal and external project stakeholders.
- > The incumbent will be expected to work under limited direction and will be accountable to the ePCR Project Office Manager.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > ePCR Program Manager
- > ePCR Project Office Manager
- > ePCR Project team
- > ePCR Board and Integrated Steering Committee
- > Other ePCR governance groups
- > SAAS management and staff.
- > SAAS Strategy and Performance (Project Management Office)
- > DHSA Project Management Office
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External

- > SA Government Agency management and staff.
- > External vendors and service providers.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Delivering outcomes according to tight timeframes and competing priorities.
- > The project may require the incumbent to work at various SAAS sites if required by any of the projects.
- > The project is a key enabler in the provision of high-quality services across SAAS, with solution deployment Statewide.
- > Delivering a high-quality project support function within a complex and politically sensitive strategic and regulatory environment.

Delegations:

- > Level 7 Financial Delegations

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
ePCR Program Contribution	<ul style="list-style-type: none"> > Promote knowledge and information sharing amongst team members to deliver high quality, client centric services. > Plan and prioritise own workloads and communicating priorities and provide support to multi-disciplinary team members in the delivery of project objectives. > Participate in relevant training and development activities. > Participate in the attainment and maintenance of a work ethos that focuses on the achievement of high-quality outcomes within agreed deadlines. > Promote and support a team approach to work and problem solving. > Assist in the generation of ideas for the improvement and review of work practices to improve performance of the ePCR Project. > Demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions. > Undertake minor research or project work as required or support other ePCR team members in the completion of key project activities.
Engagement and Advice	<ul style="list-style-type: none"> > Develop and maintain positive working relationships with the Project Manager, staff, internal and external stakeholders. > Provide advice on project administration functions and processes, including where procedures are not clearly defined, identify, assess and report on business needs and implement continuous improvement processes. > Maintain collaborative working relationships with internal and external service providers and vendors including in the coordination of project resources, support and administration deliverables. > Implement and monitor communication and engagement activities and ensure changes are communicated to stakeholders in a timely and effective manner.
Project and Administration Support	<ul style="list-style-type: none"> > Coordinate and undertake a range of high quality and timely project support and reporting services ensuring activities are compliant with the SA Health eHealth Governance Framework and Project Management Methodology Framework (PMMF). > Develop, implement and monitor processes for the collection, and reporting of project data and information and ensure the maintenance of up to date project documentation including daily project logs, schedule updates, risk and quality documentation and stakeholder plans. > Support the completion of monthly project status reporting as required. > Coordinate and undertake project records management functions including ensuring the efficient and effective maintenance of internal documentation, timely records keeping processes, and the update and maintenance of program policies and procedures. > Provide a responsive point of contact service including identifying, monitoring and attending to urgent enquiries and ensuring the appropriate resolution and quality control of responses from the project. > Provide effective contribution to, and undertake, the drafting of briefings, reports and project related communications. > Coordinate and undertake project administration functions including scheduling meetings, preparing agenda's and recording minutes, coordinating project travel and accommodation activities and providing facilities support and co-ordination. > Coordinate the delivery of internal team training requirements,

	<p>performance development processes and assessment records to meet team and business requirements.</p> <ul style="list-style-type: none">> Coordinate administer and support project finance, procurement and audit activities and processes.> Undertake minor research projects and the analysis of data, information, processes and systems to identify and manage issues relevant to the project.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > None

Personal Abilities/Aptitudes/Skills:

- > Proven ability to work independently, under limited direction, and as part of a team to identify performance outcomes, set priorities, plan and schedule work to manage workloads and meet agreed deadlines, often in a context of competing priorities and expectations.
- > Well developed interpersonal and written and verbal communication skills to liaise effectively with, and foster the cooperation and support of team members and stakeholders, and deliver clear and appropriate advice, briefings and reports.
- > Demonstrated ability to research, analyse and resolve issues apply a high level of attention to detail and commitment to customer service and exercise initiative and judgement where procedures are not clearly defined.

Experience:

- > Proven experience coordinating and undertaking the delivery of comprehensive project administrative support including coordinating and supporting workshops, meetings and presentations, managing administrative systems and processes, and preparing a range of documents and reports in a complex ICT project and health services environment.
- > Proven experience in records management and document quality control, analysing complex information and data and producing high quality documents and communication materials.
- > Demonstrated experience in the use of financial and procurement systems and processes to support projects and in the use of Microsoft Office applications including Word, Excel, PowerPoint and Outlook.

Knowledge:

- > Sound knowledge of administrative processes, systems and standards, and SA Government Agencies policies, processes and protocols.
- > Knowledge of ICT project management principles and related project information management and reporting processes.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > A tertiary qualification in Project Management or Business Administration or equivalent.

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience:

- > Experience in SA Government administrative processes.
- > Use of MS Project.

Knowledge:

- > Knowledge of Digital Health strategies and their application to deliver safer, better quality healthcare.
- > Knowledge of SA Ambulance Service Organisational Structure, Organisation culture, operational practices and support processes

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act 2016*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act 2016*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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.

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.
 - > *Work Health and Safety Act 2012* (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act 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 for Health Care Workers in South Australia Policy Directive* (Aug 2017).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) '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.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and 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.

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.

Resilience:

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

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 Wellbeing. The Department for Health and Wellbeing 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.

SA Ambulance Service:

SA AMBULANCE SERVICE VISION

An innovative, patient focussed, technology enabled, evidence driven, emergency response and health care ambulance service; achieved by exceptional people.

PURPOSE

To ensure South Australia thrives by enabling access to emergency and non-emergency ambulance health care and alternative patient pathways while contributing to our State's emergency preparedness and health response capability.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect patient focused, integrity and honesty, community collaboration, teamwork, respect and courtesy, change ready and authentic leadership. These values drive how we conduct our business and how we behave. We aim to uphold our values every day and recruit to those values. We will ensure we have a culture that is **Respectful, Inclusive, Supportive and Equitable (RISE)**.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

Division/ Department:

Strategy, Risk and Governance is responsible for the strategic and business direction, risk management and providing clear governance structures across SA Ambulance Service. The functions include; implementing

strategic initiatives, utilising change management strategies and project management methodologies. The risk management functions involve business continuity management, fraud and corruption control, audit and assurance including providing support to the Risk Management and Audit Committee and Strategy Program Board. Governance provides and supports clear governance structures across SAAS as well as working with LHN boards and the SA Health Service Agreements.

A key part of implementing our initiatives is to ensure that our patients, our people and our partners will benefit from the expected results and outcomes of the SAAS strategy. We provide support for significant and transformational change projects to effectively deliver the strategic plan to a high standard, on time and within budget. We engage all aspects of the business to enhance a risk culture and education whilst implementing a robust business continuity process and also developing a risk based internal audit plan to ensure that audit resources are prioritised towards high risk areas and deliver value to SAAS.

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.

SA Ambulance Service Values



**OUR
EXCEPTIONAL
PEOPLE**

VALUES

<p style="text-align: center; font-weight: bold; margin-bottom: 5px;">PATIENT FOCUSED</p> <p style="font-size: 12px;">We will put our patients and the safe and quality care we provide them first, in everything we do.</p>	<p style="text-align: center; font-weight: bold; margin-bottom: 5px;">TEAMWORK</p> <p style="font-size: 12px;">We will work across SAAS, our health system, our partners, stakeholders and the community to achieve our goals.</p>
<p style="text-align: center; font-weight: bold; margin-bottom: 5px;">INTEGRITY AND HONESTY</p> <p style="font-size: 12px;">We accept and uphold the standards and expectations of our organisation and communities.</p>	<p style="text-align: center; font-weight: bold; margin-bottom: 5px;">RESPECT AND COURTESY</p> <p style="font-size: 12px;">We will always be respectful and courteous toward our patients, each other, and all those we work with.</p>
<p style="text-align: center; font-weight: bold; margin-bottom: 5px;">COMMUNITY COLLABORATION</p> <p style="font-size: 12px;">We value our role in the community, and we value the communities we serve.</p>	<p style="text-align: center; font-weight: bold; margin-bottom: 5px;">CHANGE READY</p> <p style="font-size: 12px;">We know our communities' needs will evolve and we must adapt to meet them.</p>
	<p style="text-align: center; font-weight: bold; margin-bottom: 5px;">AUTHENTIC LEADERSHIP</p> <p style="font-size: 12px;">We will support leadership development for our people at every level.</p>

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 sector 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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

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:

Version control and change history

Version	Date from	Date to	Amendment
V8	12/02/2020	07/01/2021	Updated the Paramedic Registration clause in the essential minimum requirements
V9	07/01/2021	02/02/2021	Added integrity statement within the Code of Ethics
V10	02/02/2021	14/03/2024	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements
V11	14/03/2024	Current	Updated template with WHS requirements, SAAS Values, Vision and Purpose