

SA Health Job Pack

Job Title	Occupational Therapist – Candidate Pool	
Eligibility	Open to Everyone	
Job Number	736727	
Applications Closing Date	26 October 2021	
Region / Division	Riverland Mallee Coorong Local Health Network	
Health Service	Community Health Services	
Location	Regional RMCLHN	
Classification	AHP1 / AHP2	
Job Status	Ongoing or Temporary, P/T, F/T, Casual – Multiple positions available	
Total Indicative Remuneration	\$71,596 - \$87,209 pa (pro rata) - AHP1 \$92,017 - \$106,446 pa (pro rata) - AHP2	

Contact Details

Full name	Charise Haslam	
Phone number	85520513	
Email address	Charise.Haslam@sa.gov.au	

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:

\boxtimes	Working with Children Screening - DHS
\boxtimes	Unsupervised Contact with Vulnerable Groups Employment Screening - NPC
	Disability Services Employment Screening - DHS
	General Employment Probity Check - NPC
info	rmation is available on the SA Health careers website at www.sahealth sa gov au/ca

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.

Immunisation

Risk Category A (direct contact with blood or body substances)

• This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category A (direct contact with blood or body substances). Please click here for further information on these requirements.

Risk Category B (indirect contact with blood or body substances)

• This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). Please click here for further information on these requirements.

Risk Category C (minimal patient contact)

• This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). Please click here for further information on these requirements.

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

Riverland Mallee Coorong Local Health Network



Job Title	Occupational Therapist		Classification	AHP1	Position Number	TBA
LHN	LHN Riverland Mallee Coorong Local Health Network (RMCLHN)		Term	Permanent	Position Created	
Area	Country Health Connect Riverland		FTE	1.0	Last Updated	03/09/2019
☐ DHS Disability Service		☑ DHS Working With Ch☑ DHS Disability Service☑ NPC – Unsupervised	es Employment Sc	reening		
Immunisation Risk Category:		ontact with blood				

Broad Purpose of the Position

Under the direct supervision of the AHP 2 Occupational Therapist, the Occupational Therapist will contribute to the delivery of a comprehensive and integrated range of health services, appropriate to the needs of the local community. To achieve this, the Occupational Therapist works as a member of a multi-disciplinary team, including health professionals and service providers from other sectors, and utilises a combination of preventative, early intervention, treatment / therapy and evaluation approaches.

Qualifications

Must hold a recognised qualification within the Occupational Therapy profession, and be eligible for membership of the Occupational Therapy Board of South Australia. All requirements to maintain current registration must be fulfilled.

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.

Cultural Statement

RMCLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions

- A current driver's license is essential, as is a willingness to drive on country roads and travel in light air craft as required. Intra state travel will be required; interstate travel may be required.
- Flexibility and some out of hours work may be required.

Key Relationships

- Receives line supervision from the Allied Health Team Leader.
- Works under Clinical Supervision and direction from the AHP 2 Occupational Therapist in accordance with the *Allied Health Clinical Support Framework*.
 - Draws on multi-professional clinical networks for support in specialty areas of service

Riverland Mallee Coorong Local Health Network



- 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 Australia 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.
- Will be required to comply with the requirements of the Procedure for Credentialling Allied Health and Scientific Health Professionals
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

- delivery.
- Works within a multi-disciplinary team framework, in collaboration with other health professionals, service providers and the community.
- May be required to temporarily fulfill a higher position, appropriate to the incumbent's skills and capacity.

Key Result Areas	Generic Requirements	Specific or Local Requirements		
Technical Skills and Application	 1.1 Provide a broad range of clinical services, selecting, adopting and applying methods, procedures and standards which are generally well established and straight forward 1.2 Exercise professional judgment within prescribed areas, with support from a Clinical Senior to verify methods and results 1.3 Provide straight forward clinical services, including one-on-one, group and health promotion activities 1.4 Manage and prioritise personal workload 	 Providing a high quality, professional occupational therapy service to clients and their carers, incorporating holistic assessment and treatment, prevention, education and early intervention strategies. Maintaining an understanding of the roles of other health care workers and agency personnel to facilitate holistic care of clients and appropriate cross-referral and multi-disciplinary teamwork. Maintaining a working knowledge of regional and local support programs available through Riverland health services, including respite and home support services. 		
Personal and Professional Development	 2.1 Operate under direct supervision (which will decrease as experience increases), and draw on support from experienced peers of diverse professional backgrounds and /or Managers as required. 2.2 Display a commitment to continuous personal and professional development by: a. Attending all mandatory training and actively pursuing other training and development as required to maintain currency of clinical knowledge b. Applying reflective practice skills c. Utilising the support of mentors and peers d. Actively participating in the professional development and review (PDR) process 2.3 Contribute to the development of knowledge of effective practice through research, 	 Maintain professional knowledge and skills through participation in continuing education, staff development and performance appraisal. Receive clinical advice, mentorship and support from AHP 2 Occupational Therapist Develop and maintain inter and intraprofessional clinical networks within the Local Health Network and South Australia, actively sharing and seeking out knowledge of effective practice 		

Riverland Mallee Coorong Local Health Network



3	Client / Customer Service	evaluation of services and information sharing with peers 2.4 With at least 12 months post-graduate experience, may be required to review aspects of the work of peers, provide professional advice to more recently employed allied health professionals, and contribute to the supervision of students / AH assistants. 3.1 Treat all clients with respect, be responsive to their needs, and act on opportunities to improve the quality of customer service in your operational area. 3.2 Promote cultural safety by valuing & promoting the cultural needs of the community. 3.3 Apply client-centred practice and community engagement principles in the provision of services, ensuring clients are meaningfully involved in all aspects of their care		Participate in the Occupational Therapy Network With experience, provide support to peers and contribute to the supervision of work experience students / allied health assistants. Assisting clients, their carers and families to make informed choices about appropriate care options. Ensure that service users are made aware of their rights, responsibilities and access to advocacy. Facilitate consumer and community participation in the planning and evaluation of the Service.
4	Administration and Documentation	 4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics. 4.2 Contribute to the efficient and effective use of materials and resources. 4.3 Prepare reports which incorporate recommendations on straight forward operations. 4.4 Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems. 4.5 Competently utilise the Microsoft Office suite of software, Email and Internet in fulfilling the requirements of the role 4.6 May be required to undertake projects or assignments of limited scope and complexity, or contribute to a minor phase of a broader / more complex project. 		Competency in computer-based skills relevant to the role, or commitment to obtaining same within a month of commencement with Line Supervisor support Maintains appropriate statistics and records in accordance with and RMCLHN and Country Health Connect requirements Use the Safety Learning System to report patient clinical risks and incidents Provide written reports regarding client care as required Utilise templates to contribute to department updates for various meetings on local programs, initiatives and services
5	Teamwork and Communication	 5.1 Participate in service planning to improve the effectiveness, efficiency, equitable distribution and evidence-based nature of RMCLHN services. 5.2 Promote service integration through the development of active collaborative partnership with relevant agencies and individuals. 5.3 Work positively within a team, develop effective working relationships and contribute constructively to achieving team goals 5.4 Communicate effectively with a range of people (both verbally and in writing) 5.5 Work in accordance with SA Health and RMCLHN's vision, mission, strategic priorities and values 		Works as a member of the multi-disciplinary Allied Health and Paediatric Teams within the Riverland Mallee Coorong Local Health Network Actively participates in Allied Health Team meetings, RMC Staff Meetings and other relevant organisational meetings
6	Continuous Improvement	 6.1 Contribute to quality improvement programs and other organisational activities required to meet service / accreditation standards. 6.2 Contribute to the ongoing monitoring, evaluation and review of services. 6.3 Proactively respond to client complaints and feedback. 6.4 Contribute to discipline-specific and trans-professional research and service development, through data collection, collation, analysis and the development of recommendations on basic operations. 6.5 Complying with the Code of Ethics for Public Sector Employees. 	•	Contributes to continual service-wide improvement in quality, by involvement in accreditation of the Health Service and associated quality assurance activities Assist the Senior Occupational Therapist in ensuring the effective functioning of the Service through the development and implementation of agreed referral procedures, administrative systems, policies and guidelines for service

Riverland Mallee Coorong Local Health Network



		provision.	
Approved by Authorised Officer	 Accepted by Incumbent		/ /

APPLICANT GUIDELINES

Riverland Mallee Coorong Local Health Network



Job Title	Occupational Therapist	Classification	AHP1
LHN Riverland Mallee Coorong Local Health Network		Term	Permanent
Area	Country Health Connect Riverland	FTE	1.0

To apply for the position, you will need to provide:

- (1) A current Curriculum Vitae (CV), outlining your relevant qualifications, work experience and contact details of 3 professional referees
- (2) A cover letter, including:
 - Title of the position and vacancy reference number (from advertisement)
 - Outline of your reasons for applying for the position
 - Brief summary of your ability to fulfil the role:
 - Please address each of the 6 Key Result Areas (KRA) separately, using dot points. Refer to the table below for some suggestions of the type of information you may like to include.
 - You do not need to address the selection criteria individually in your written application. These may be used to assess your suitability for the role during the merit-based selection process.
 - Keep it brief no more than 2 pages

Please forward your application by the due date, as per the details outlined in the job advertisement.

Ke	y Result Area	Selection Criteria (suggestions of information to include in your application)
1.	Technical Skills and Application	 a) Your professional qualifications, professional association membership and registration status (if relevant) - refer page 1 for minimum qualification requirements b) Professional experience relevant to this role: Outline scope and nature of previous professional roles Previous involvement in service development (may include outcome measures, research & evaluation) Project management skills or knowledge of project management principles Examples of competency in applying primary health care principles c) Examples of other skills, knowledge or experiences that demonstrate your suitability for the role. e.g.: creativity, resourcefulness, flexibility, adaptability, problem solving skills
2.	Personal & professional development	 a) Outline previous initiatives that demonstrate your commitment to reflective practice, and proactive development of self and others. May include reference to training or additional qualifications of relevance to this role. b) Any experience in leadership and management - work or non-work roles
3.	Client / Customer Service	a) Knowledge of RMCLHN services, priorities and strategic directions b) Previous experience & skills in community engagement, client-centred practice and cultural competency
4.	Administration & Documentation	 a) Highlight relevant skills, experience or training. Include reference to specific systems or software programs if relevant.
5.	Teamwork and Communication	 a) Outline your communication and team work skills, with examples b) Examples of your ability to contribute to an effective team, including working with diverse health professionals, the community and service providers from other sectors
6.	Continuous Improvement	Examples of how you have contributed previously to quality improvement, evaluation and research or demonstrated understanding of how this role would contribute to continuous improvement



Job Title	Occupational Therapist		Classification	AHP2	Position Number	various
Region	Riverland Mallee Coorong Local Health Network		Term	Permanent	Position Created	
Area	Riverland Mallee Coorong		FTE		Last Updated	30/06/2015
Criminal History Clearance Requirements:		Child (DCSI)	☐ Aged (NPC)		·	
			☐ General probit	y (NPC)		
Immunisation Risk Category:		□ Category A (direct cor □ Category B (indirect cor □ Category C (minimal page)	ontact with blood			

Broad Purpose of the Position

The Occupational Therapist applies clinical experience, increasingly generalist and / or specialist clinical knowledge and professional competence to plan, implement and evaluate a comprehensive and integrated range of services, appropriate to the needs of the local community. The Occupational Therapist works under reduced clinical direction, and may contribute to the clinical supervision of less experienced allied health professionals, allied health assistants and students. As a member of a multi-disciplinary team, including health professionals and service providers from other sectors, the Occupational Therapist utilises a combination of preventative, early intervention, treatment / therapy and evaluation approaches.

Qualifications

Appropriate Degree or equivalent qualification which entitles registration as an Occupational Therapist with the Occupational Therapy Board of SA (up to July 2012) or Occupational Therapy Board of Australia (post July 2012).

Must have a 2 year Masters with a related allied health undergraduate degree OR at least 2 years post-graduate experience AND be able to demonstrate AHP2 level competencies for appointment at this level.

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

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Cultural Statement

RMCLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture



Special Conditions

- A current driver's license is essential, as is a willingness to drive on country roads and travel in light air craft as required. Intra state travel will be required; interstate travel may be required.
- Flexibility and some out of hours work may be required.
- 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 Australia 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.
- Will be required to comply with the requirements of the RMCLHN Procedure for Credentialling Allied Health and Scientific Health Professionals
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Relationships

- Receives line supervision from Allied Health and Restorative Care Team Leader
- Receives clinical supervision, advice and support from an experienced Senior Allied Health Professional under formal arrangement in accordance with the SA Health Allied Health Clinical Support Framework.
- May contribute to the supervision of less experienced professional officers, paraprofessional staff and students, under direction from the Clinical Senior
- Works within a multi-disciplinary team framework, in collaboration with other health professionals, service providers and the community
- May be required to temporarily fulfill a higher position, appropriate to the incumbent's skills and capacity

Key Result Areas	Generic Requirements	Specific or Local Requirements
Technical Skills and Application	 Apply professional expertise, developing generalist / specialist knowledge, clinical competence and experience to provide professional services to client groups in circumstances requiring increasingly complex practice skills. Exercise professional judgment in the selection and adaptation of established methods, procedures and techniques within the profession. May provide a broad range of clinical and consultative services across a range of service settings, including one-on-one, group based and health promotion activities. Manage and prioritise personal work load and support others in developing workload management plans, including in the allocation of team resources 	 Responsible to the Allied Health and Restorative Care Team Leader Works within a multi-disciplinary team framework. Liaises with service providers, including health units, other multi-disciplinary teams, and other relevant agencies.
Personal and Professional Development	 2.1 Work under reduced clinical supervision, and proactively draw on the support of experienced peers of diverse professional backgrounds, Clinical Specialists, Profession Leads and / or managers when required. 2.2 Display a commitment to continuous personal and professional development by: 	 Receive clinical direction, advice, mentorship and support from SA Health Occupational Therapy Network Develop and maintain inter and intra-professional clinical networks within Riverland Mallee Coorong, and South Australia, actively sharing and seeking out

		 a. Attending all mandatory training and actively pursuing other training and development as required to maintain currency of clinical knowledge (which may include post-graduate study) b. Applying well-developed reflective practice skills to your own work, and supporting peers / students / supervised staff to develop reflective practice skills c. Utilising the support of mentors and peers d. Actively participating in the Professional Development and Review (PDR) process, including developing and pursuing a personal / professional development plan in consultation with your line manager / clinical supervisor e. May provide professional leadership in the relevant network, including facilitating access to training for professional staff 2.3 May be required to contribute to clinical / professional supervision, support and oversight of AHP1 level staff, allied health assistants and profession-specific professional students or multi-disciplinary student teams. 2.4 Develop, share and support your peers to gain knowledge of effective practice through research, evaluation of services and information sharing (eg: via professional networks and presenting papers for conferences and / or publishing) 	knowledge of effective practice Participate in the SA Health & RMCLHN Occupational Therapy Networks
3	Client / Customer Service	 3.1 Treat all clients with respect, be responsive to their needs, and act on opportunities to improve the quality of customer service in your operational area. 3.2 Promote cultural safety by valuing and promoting the cultural needs of the community. 3.3 Contribute to improvements in the patient-journey driven distribution of services and apply client-centred practice and community engagement principles in development and delivery of services; ensuring clients are meaningfully involved in all aspects of their care 	 Contribute to the health of Riverland Mallee Coorong residents by participating in service-wide activities such as needs assessment, service planning, screening and health promotion. Ensure effective and equitable Occupational Therapy service provision by planning services to meet identified needs, and setting priorities and eligibility criteria in conjunction with the Allied Health and Restorative Care Team Leader. Support clients / carers / families across the Patient Journey, providing effective assessment and triage, timely referrals, accurate information, coordinated care and prompt follow up.
4	Administration and Documentation	 4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics. 4.2 Contribute to the efficient and effective use of materials and resources. 4.3 Prepare reports and / or recommendations to assist management decision making 4.4 Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems (including Quality Risk & Safety [QRS], Adequate 	

5 Teamwork and Communication	 Records Management [ARM] and Client Management Engine [CME]). 4.5 Competently utilise the Microsoft Office suite of software, Email and Internet in fulfilling the requirements of the role 4.6 May be required to coordinate discrete projects and / or contribute to areas or policy that are considered to be complex, requiring discipline knowledge and experience, and which are undertaken under limited direction. 5.1 Utilise professional knowledge and skills in contributing to research and / or service development activities at the local level and / or within your profession across RMCLHN; to support the effective, efficient, equitable distribution (according to need) and evidence-based nature of RMCLHN services. 5.2 Promote service integration through the development of active collaborative partnership with relevant agencies and individuals. 5.3 Work positively within a team, foster teamwork and support others to develop effective working relationships and achieve team goals 5.4 Communicate and negotiate effectively (both verbally and in writing) with a diverse range of people including clients, the community, team members, management and other stakeholders 5.5 Work in accordance with Country Health SA's vision, mission, strategic priorities and values 	
6 Continuous Improvement	 Contribute to quality improvement programs and other organisational activities required to meet Service / Accreditation standards, and support supervised staff / students to comply with requirements. 6.2 Proactively seek opportunities to improve professional tasks and services, by monitoring service access, emerging trends and community needs, and contributing to ongoing evaluation of services. 6.3 Seek client feedback on services and respond proactively to client complaints and feedback. As required, contribute to investigations of client complaints, with a view to informing systematic improvements in services. 6.4 Contribute to discipline-specific and multi-professional research, service development, and advances of techniques used, through research (under direction), data analysis, evaluation of services and development of recommendations to assist Management decision making. 6.5 Complying with the Code of Ethics for Public Sector Employees. 	 Ensure effective use of resources, through optimising the balance between direct service provision to individuals and groups and consultancy to external agencies. Ensure the maintenance of a high standard of service provision by assisting the Allied Health and Restorative Care Team Leader in the selection, performance appraisal, professional support and supervision of base grade staff and students.
Approved by Authorised Officer	Accepted by Incumbent	/ /

APPLICANT GUIDELINES





Job Title	tle Occupational Therapist Classification		AHP2
Region	Riverland Mallee Coorong LHN	Term	Permanent
Area	Riverland Mallee Coorong	FTE	

To apply for the position, you will need to provide:

- (1) A current Curriculum Vitae (CV), outlining your relevant qualifications, work experience and contact details of 3 professional referees
- (2) A cover letter, including:
 - Title of the position and vacancy reference number (from advertisement)
 - Outline of your reasons for applying for the position
 - Brief summary of your ability to fulfil the role:
 - Please address each of the 6 Key Result Areas (KRA) separately, using dot points. Refer to the table below for some suggestions of type of information you may like to include.
 - You do not need to address the selection criteria individually in your written application. They
 may be used to assess your suitability for the role during the merit-based selection process.
 - Keep it brief no more than 2 pages

Please forward your application by the due date, as per the details outlined in the job advertisement.

Key Result Area		Selection Criteria			
1.	Technical Skills and Application	 a) Your professional qualifications, professional association membership and registration status (if relevant) – refer to page 1 for minimum qualification requirements b) Broad professional experience relevant to this role: Outline scope and nature of previous professional roles, including experience working in rural and remote contexts Previous involvement in service development, including research & evaluation Competency in applying primary health care principles c) Examples of other skills, knowledge or experiences that demonstrate your suitability for the role creativity, adaptability, resourcefulness, prioritization & problem solving skills 			
2.	Personal & professional development	 a) Outline previous initiatives that demonstrate your commitment to reflective practice, and proactive development of self and others. E.g.: relevant additional professional development or qualifications 			
3.	Client / Customer Service	 a) Knowledge of and commitment to RMCLHN services, priorities & strategic directions. b) Examples that demonstrate skills in community engagement, client-centred practice and cultural competency. 			
4.	Administration & Documentation	a) Information about relevant skills, experience and training – including those related to data management, competent use of technology etc.			
5.	Teamwork and Communication	a) Examples of how you have contributed previously to service planning and developmentb) Outline your communication, team work and problem solving skills, with examples			
6.	Continuous Improvement	Examples of how you have contributed previously to quality improvement, evaluation, outcome measures and research			