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SA Health Job Pack

Job Title	Clinical Senior Social Worker – Child Protection & Domestic and Family Violence (CP&DFV)
Eligibility	Open to Everyone
Job Number	864612
Applications Closing Date	5 May 2024, 11:55PM
Region / Division	Limestone Coast Local Health Network
Location	Negotiable across Limestone Coast region
Classification	AHP3
Job Status	Ongoing Full Time
Salary	\$102,641 - \$110,094 p.a

Contact Details

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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 Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Check (WWCC) - **DHS**
- ☒ National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- ☒ Unsupervised contact with Vulnerable groups- **NPC**
- ☐ Unsupervised contact with Aged Care Sector- **DHS**
- ☐ No contact with Vulnerable Groups - 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.

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.](#)

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 [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants

POSITION DESCRIPTION

Job Title	Clinical Senior Social Worker – Child Protection & Domestic and Family Violence (CP&DFV)	Classification	AHP3	Position Number	Insert no.
LHN	Limestone Coast Local Health Network (LCLHN)	Term	Permanent	Position Created	Dec 2023
Area	Regional role – location negotiable	FTE	1.0FTE	Last Updated	
Criminal History Screening Requirements <input checked="" type="checkbox"/> DHS Working with Children Check <input checked="" type="checkbox"/> NPC Aged/Vulnerable <input checked="" type="checkbox"/> NDIS Worker Check					
Immunisation Risk Category: <input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category B <input type="checkbox"/> Category C					

Broad Purpose of the Position

The Clinical Senior Social Worker – Child Protection & Domestic and Family Violence (CP&DFV) is an experienced and highly competent clinician who delivers quality services and provides clinical / professional leadership to health employees working in LCLHN. Responsible for contributing to the implementation of Child Protection and Domestic and Family Violence reforms and policy directives across the LCLHN. The Clinical Senior Social Worker – CP&DFV works with health staff, managers, and other stakeholders to ensure implementation of best practice initiatives and compliance with legislative requirements and policy directives relevant to Child Protection and Domestic and Family Violence. The Clinical Senior Social Worker – CP&DFV contributes high quality and specialised knowledge, skills and abilities and will be required to provide clinical support or guidance to health staff to assist families and or clients with complex issues in accordance with best practice guidelines.

Qualifications

Must hold a recognised qualification within Social Work and be eligible for full membership of the Australian Association of Social Work. It is desirable to participate in the Australian Association of Social Workers accredited continuing professional development program as a requirement of a self-regulated profession.

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.

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Cultural Statement

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

Resilience

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

Special Conditions

- A current driver's license is essential, as is a willingness to drive on country roads and travel in light aircraft as required. Intra state travel will be required; interstate travel may be required.
- Flexibility and some out of hour's work may be required.
- 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 Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- 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.
- Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- National Police Certificates must be renewed every 3 years thereafter from date of issue.
- Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- 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 Relationships

- Responsible to the Regional Manager Allied Health and Rehabilitation (RMAH&R) for the provision of high-quality Child Protection and Domestic and Family Violence Social Work services across the Limestone Coast LHN. Receive information and direction from the EDCAH as the LCLHN executive lead for Child Protection and Domestic and Family Violence.
- Receives clinical risk mitigation support, strategic guidance, discipline and professional advice from the Advanced Clinical Lead Child Protection (RSS) and Advanced Clinical Lead Social Worker, Rural Support Service (RSS).
- Expected to negotiate own formal clinical supervision arrangement, in accordance with the *SA Health Allied Health Clinical Supervision Framework*.
- In accordance with the *Allied Health Clinical Governance Framework for SA Health Regional LHNs*, may be required to provide clinical supervision to Social Workers, allied health or other professionals working in the Limestone Coast Local Health Network (LCLHN) working within child protection and domestic, family, and sexual violence services.
- Works within a multi-disciplinary team framework, in collaboration with other health professionals, service providers and the community. Works collaboratively with the LCLHN Clinical Senior Social Worker and LCLHN Social Work team to coordinate service delivery.
- Maintains cooperative and productive working relationships, including with the relevant Professional Association(s) and Universities.
- Works closely with health leaders and stakeholders within LCLHN and South Australia.
- May be required to temporarily fulfill a higher position, appropriate to the skills and capacity of the incumbent.
- Works closely with the Director of Aboriginal Health to ensure cultural safety is embedded

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- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- The incumbent will be required to comply with the requirements of the LCLHN Procedure for Credentialling Allied Health and Scientific Health Professionals
- May be required to maintain a clinical caseload or clinical supervision responsibilities, the proportion of which could be subject to change, commensurate with other management / project / education / research responsibilities.

Key Result Areas	Generic Requirements	Specific or Local Requirements
1. Technical Skills and Application	<p>1.1 Apply specialist professional expertise (including as a <i>Rural Generalist</i> or within a specific discipline specialty) in the provision of complex clinical and / or consultancy services across LCLHN and / or within the relevant professional networks.</p> <p>1.2 Operate with professional independence, clinical competence and highly developed reflective-practice skills, drawing on professional direction in the application of new or sophisticated techniques.</p> <p>1.3 Apply detailed knowledge of LCLHN strategic directions, health unit operations, service delivery and workforce issues, and very high level professional skills to achieve responsibilities of a complex and varied nature.</p> <p>1.4 Provide advice to management on professional service development, practice and redesign, in response to demand and client needs.</p>	<ul style="list-style-type: none"> ▪ Responsible to the RMAH&R, with direct communication to the EDCAH, for LHN-wide system and consumer facing service initiatives addressing child protection, domestic and family violence (CP&DFV) across the Limestone Coast LHN. ▪ Provides leadership and advice to the RMAH&R in the development, maintenance, and evaluation of CP&DFV service responses to ensure best practice and safe outcomes for consumers. ▪ Provide and promote Social Work assessment and interventions consistent with evidence-based practice including: <ul style="list-style-type: none"> • Initial assessment and triage with LCLHN Social Work, as appropriate, for counselling related to historical abuse or trauma. • Liaison with Yarrow Place Social Worker to ensure no duplication of service to survivors of recent sexual assault. • Responsible for the co-ordination of the LCLHN Out of Home Care Clinic (OoHCC). • Key contact role within the Multi-Agency Protection Service (MAPS) process. • Representative/Proxy at the Family Safety Framework (FSF) Meeting • Support the development of safety plans for clients and for health staff, typically resulting from referrals from MAPS and or FSF meetings. • Responding to Section 152 Information requests from Department for Child Protection (DCP). ▪ In collaboration with the Clinical Senior Social Worker and Social Work team, contribute to the identification, establishment, and implementation of clinical protocols for the provision of CP&DFV services across LCLHN, in accordance with SA Health policy

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		<p>directives and LCLHN strategic directions. Areas of focus will include OoHCC, FSF, MAPS, Sexual Assault, Responding to Requests for Information from Department Child Protection (Section 152), and High-Risk Infant pathways.</p> <ul style="list-style-type: none"> Ensures the implementation of child protection and domestic and family violence initiatives in line with legislative updates and SA Health policy directives. Including implementation of the FSF and Ask Assess Respond (AAR) policy initiatives across LCLHN. Provide specialist advice and consultative services with the Advanced Clinical Lead Social Worker and the Advanced Clinical Lead Child Protection to LCLHN Operational Executives, regional implementation team and Board/ rLHN Child Protection Sexual and Domestic Violence Steering Committee or Other Stakeholders as required. May be required to provide professional governance and clinical support to the Social Work team in the absence of the Clinical Senior Social Worker
2. Personal and Professional Development	<p>2.1 Work under limited direction, accepting professional responsibility for a high standard of complex, specialised or strategically significant work, including providing advice to Management / Executive on the effective allocation of resources in the delivery of services across LCLHN.</p> <p>2.2 Display a commitment to continuous personal and professional development by:</p> <ol style="list-style-type: none"> Attending all mandatory training and actively pursuing other development as required to maintain currency of clinical knowledge. Actively developing the professional skills and competencies in others, by contributing to or through facilitation of education and training activities and by acting as a mentor and / or clinical supervisor to less experienced staff. Utilising the support of mentors and peers, and fostering strong relationships with Universities, Professional Associations, and other key stakeholders. Actively participating in the Professional Review and Development (PR&D) process, including developing and pursuing a personal / professional development plan in consultation with your line manager; and facilitating this process for staff under your supervision. 	<ul style="list-style-type: none"> In collaboration with the Advanced Clinical Lead Social Worker and RMAH&R, develop a formal Clinical Supervision arrangement with a suitably skilled and experienced Social Worker as required within the <i>SA Health Allied Health Clinical Governance Framework</i>. Fulfill all obligations under this agreement and review it annually. Demonstrates commitment to their journey of allyship, reconciliation and Aboriginal Child and Torres Strait Islander Placement Principles. In collaboration with the RMAH&R the Advanced Clinical Lead Social Worker, and Clinical Senior Social Worker, provide clinical and professional leadership and support to allied health in LCLHN, by: <ul style="list-style-type: none"> Providing direct clinical supervision to less experienced Social Workers under formal arrangement in accordance with the <i>Allied Health Clinical Governance Framework for SA Health Regional LHNs</i>. Providing profession-specific clinical input into the Performance Review and Development (PR&D) of clinically supervised staff, Classification and Peer Assessment Panels, recruitment, credentialing, and other HR processes as required.

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	<p>2.3 Facilitate the development of knowledge of effective practice by encouraging and supporting research, evaluation of services, and information sharing between professionals across LCLHN, through relevant Networks and other forums.</p> <p>2.4 May have <i>managerial responsibilities</i>, being responsible for:</p> <ol style="list-style-type: none"> Leadership, guidance and / or line management of a multi-disciplinary or specialist team within the LHN, or across LCLHN and / or a professional network. Attainment of Team or LHN operational goals & objectives, and the facilitation and application of human resource management principles including performance management and development. <p>2.5 May have <i>Senior Clinical Educator and / or Senior Researcher responsibilities</i>, including:</p> <ol style="list-style-type: none"> the coordination of clinical placements for a profession across LCLHN or multiple professions; contribution to clinical education within LCLHN or in partnership with Universities; <p>2.6 conducting research and / or quality evaluation within a cluster, whole of LCLHN or within the professional network</p>	<ul style="list-style-type: none"> Contribute to clinical education of LCLHN staff and professional students in collaboration with the Clinical Senior Social Worker. Contribute to clinical research and undertake quality evaluation in child protection and/ or domestic, family, and sexual violence where relevant. Maintains high level skills and knowledge regarding the SA Health directives and relevant legislation concerning CP&DFV. Facilitate access to training and development opportunities for LCLHN Health Professionals, relating to Child Protection and Domestic and Family Violence.
3 Client / Customer Service	<p>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.</p> <p>3.2 Promote cultural safety by valuing & promoting the cultural needs of the community.</p> <p>3.3 As a clinical / professional leader, contribute to improving the patient-journey driving distribution of services and ensuring client-centred practice and community engagement principles are embedded into the planning, delivery and evaluation of services.</p>	<ul style="list-style-type: none"> Consult and engage with consumers, carers, and service providers to identify needs, and ensure needs of high risk / minority groups are considered in the development of CP&DFV related services. Consult and engage with Aboriginal community / consumers in a culturally appropriate manner and ensures that all initiatives developed embed cultural safety and actively work to reduce the over-representation and disadvantage of Aboriginal People in child protection and DFSV systems. Liaise with the Director Aboriginal Health in LCLHN regarding clinical service improvements. Ensure current knowledge of child protection policy and practice and the needs of vulnerable children and their families, including the roles and responsibilities and functions of LCLHN in meeting these needs. Ensure knowledge of obligations relating to mandatory notification.
4 Administration and Documentation	<p>4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics.</p>	<ul style="list-style-type: none"> Ensure collection of activity data and other relevant information to inform service planning and development.

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	<p>4.2 Proactively question existing practices and use of LCLHN resources, and support clinicians to pursue appropriate alternatives where necessary</p> <p>4.3 Prepare comprehensive, high-level reports and / or presentations to assist management and executive decision making</p> <p>4.4 Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems.</p> <p>4.5 Competently utilise the Microsoft Office suite of software, Email and Internet in fulfilling the requirements of the role</p> <p>4.6 May be required to initiate and manage programs and / or projects which may include management of a multi-professional project team</p>	<ul style="list-style-type: none"> Contribute to / facilitate the accurate reporting against LCLHN Key Performance Indicators. Establish, monitor, and evaluate systems for supporting professional standards and practice including analysis of data specific to CP&DFV, including monitoring compliance of LCLHN staff training and ensuring their access to key information regarding their legislative requirements. In collaboration with the LCLHN Clinical Leaders, develop appropriate clinical and administrative resources to support effective practice and CP&DFV services in LCLHN, including current policies and procedures relating to ensuring safe environment for children using a risk management approach and ensuring staff compliance. Displays and promotes correct documentation techniques and initiates regular documentation auditing to ensure legal, professional, and organisational standards are met and maintained.
5 Teamwork and Communication	<p>5.1 Contribute to LCLHN level strategic workforce planning and service development, to ensure services are effective, efficient, equitably distributed (according to need) and based on evidence.</p> <p>5.2 Promote intra-disciplinary collaboration between clinicians across LCLHN and the development of inter-professional and across-sector partnerships to improve the quality, safety, and integration of services.</p> <p>5.3 Apply high level interpersonal skills which engender the trust, cooperation, and commitment of others to work together to achieve change.</p> <p>5.4 Communicate and negotiate effectively, both verbally and in writing, at all levels within the LCLHN and with external agencies.</p> <p>5.5 Provide clinical leadership in the application of LCLHN strategic directions, values, and priorities within the relevant discipline and / or specialty area(s).</p>	<ul style="list-style-type: none"> Contribute to the planning and development of Child Protection Services from a health perspective across LCLHN. In collaboration with the Clinical Senior Social Worker, develop and maintain strong links with the Department for Child Protection (DCP) and other key stakeholders, such as the Limestone Coast Domestic Violence Service (LCDVS) and SAPOL, to ensure sharing of information, effective use of resources, integration of services and collaboration on joint-solutions where practical. Develop and maintain strong intra- and inter-professional networks and links with the Advanced Clinical Lead Child Protection and CP&DFV Social Workers within the Regional LHNs to ensure sharing of information, effective use of resources, integration of services and collaboration on joint-solutions where practical. Support the RMAH&R and Clinical Senior Social Worker in the development of quality services and workforce in LCLHN. Represent LCLHN in relevant forums and key meetings.
6 Continuous Improvement	<p>6.1 Play a leadership role in the ongoing evaluation and continuous improvement of LCLHN services, including an emphasis on workforce development, risk management, clinical supervision, and support.</p>	<ul style="list-style-type: none"> Identify trends and opportunities for improvement regarding appropriate LCLHN services available to at risk or vulnerable children and their families, and work with the EDCAH to design and implement improvements. Contribute to or lead the evaluation of new health initiatives in relation to the protection of at risk or vulnerable children and

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	<p>6.2 Be flexible, adaptable, and innovative in a changing workplace, critically examining safety and quality issues, practices and systems, and developing practical and creative solutions.</p> <p>6.3 Where appropriate, contribute to the investigation of client complaints and preparation of Ministerial Briefings related to the scope of the role, with a view to informing systematic improvements to services at a LCLHN level.</p> <p>6.4 Contribute to service development through profession-specific, multi-professional and trans-professional research and evaluation, applying high level self-reflective practice skills, assessing and reviewing the standards of work of other professional officers, and producing recommendations to assist Management / Executive decision making.</p> <p>6.5 Complying with the Code of Ethics for Public Sector Employees.</p>	<p>their families.</p> <ul style="list-style-type: none"> ▪ Monitor LCLHN services to vulnerable clients to identify clinical risks, emerging trends, and opportunities for improvement. ▪ Work with key stakeholders to design corrective action and present recommendations to Executive / Leadership within the LCLHN region. ▪ Respond to requests for input into consumer complaints in a timely way and contribute to the development of Ministerial Briefings as required.
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LCLHN Values

The values of LCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

Integrity	<ul style="list-style-type: none"> > We know integrity involves not only doing what is right when everyone knows, but also when no one is watching > We recognise the importance of our work and display a high standard of professionalism > We do what we say and say what we mean
Honesty	<ul style="list-style-type: none"> > We engage in open, clear and honest communication > We are transparent and truthful in our actions > We acknowledge our strengths, limitations and mistakes and learn from these for improvement
Courage	<ul style="list-style-type: none"> > We have the courage to speak up and respectfully challenge others > We are committed to being a high performing team and support a culture that fosters continued progress and growth > We show resilience in the face of adversity
Care	<ul style="list-style-type: none"> > We provide compassionate, appropriate and safe care in a supportive and nurturing environment > We partner with consumers, family members and carers to help them make decisions and support them along the care continuum > We create a culture of care where staff are supported and positively engaged in their work
Respect	<ul style="list-style-type: none"> > We seek to understand and value others by putting ourselves in their shoes > We listen attentively, communicate openly and act without judgement > We recognise and welcome diversity within our community and our staff

Code of Ethics

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.

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<p>The <i>Code of Ethics for the South Australian Public Sector</i> provides an ethical framework for the public sector and applies to all public service employees:</p> <ul style="list-style-type: none">> 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. <p>The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.</p>			
<p>Aboriginal Health</p> <p>SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.</p> <p>SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.</p>			
Approved by Authorised Officer / /	Accepted by Incumbent / /

APPLICANT GUIDELINES



Job Title	Clinical Senior Social Worker - CP&DFSV	Classification	AHP3
LHN	Limestone Coast Local Health Network	Term	Permanent
Area	Regional role – location negotiable	FTE	Full time

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.

Key Result Area	Selection Criteria (<i>suggestions of information to include in your application</i>)
1. Technical Skills and Application	a) Your professional qualifications, professional association membership and registration status (if relevant) – <i>refer to page 1 for minimum qualification requirements.</i> b) Extensive professional experience, across a broad range of clinical practice areas: <ul style="list-style-type: none"> ▪ Outline scope and nature of previous professional practice experiences, including rural / remote experience and any specialty areas. ▪ Experience in providing advice, clinical supervision and clinical education to less experienced professional staff and students. ▪ Previous leadership experience in service development, research & evaluation ▪ Project management skills and experience ▪ Examples of how you have applied primary health care principles to the development and reorientation of services. c) Examples of other skills, knowledge or experiences that demonstrate your suitability for the role, such as: <ul style="list-style-type: none"> ▪ 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 (eg: additional post-graduate qualifications). b) Detail your leadership and management style and experience, including examples of problem solving through difficult situations.
3. Client / Customer Service	a) Detailed knowledge of and commitment to SA Health / LCLHN values, strategic directions & priorities. b) Extensive experience & skills in community engagement, client/family-centred practice, and cultural competency – and examples of how you have supported others to develop and apply these skills.

4. Administration & Documentation	a) Highlight relevant skills, experience, and training – including those related to data management, budget management, competent use of technology, post-graduate/professional development qualifications.
5. Teamwork and Communication	a) Outline your communication and teamwork skills, with examples that demonstrate your ability to lead an effective team of diverse membership. b) Previous contribution to service planning and development at local, cluster, regional or state level
6. Continuous Improvement	a) <i>Examples</i> of how you have contributed previously to quality improvement, evaluation and research or demonstrated understanding of how this role would contribute to continuous improvement