

# i can

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## SA Health Job Pack

Job Title	Team Manager - CIMP
Eligibility	Open to Everyone
Job Number	725406
Applications Closing Date	10/7/20
Region / Division	Central Adelaide Local Health Network
Health Service	Mental Health Services
Location	St Morris
Classification	RN-4 / AHP-4
Job Status	Full-time temporary up to 31/12/20
Total Indicative Remuneration	RN-4 \$129,151/\$136,362    AHP-4 \$118,903/129,359

## Contact Details

Full name	Margaret Haarsma
Phone number	7425 3947
Email address	Margaret.haarsma@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:

- ☒ Working with Children Screening - **DHS**
- ☒ 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](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

# Immunisation

## **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



## ROLE DESCRIPTION

<b>Role Title:</b>	Advanced Nurse/Midwife Management Facilitator		
<b>Classification Code:</b>	RN4	<b>Position Number</b>	M47581
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	Mental Health		
<b>Division:</b>	Information Management and Performance		
<b>Department/Section / Unit/ Ward:</b>			
<b>Role reports to:</b>	Nursing Co-Director		
<b>Role Created/ Reviewed Date:</b>	October 2019		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</b>	<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 ( <i>minimal patient contact</i> )		

## ROLE CONTEXT

<b>Primary Objective(s) of role:</b>
<p>The Manager (RN4) IMPM Unit provides a specialist service and advice to the Mental Health Director and the Regional Management Teams to support policy development and data utilisation including the implementation of state and national strategies to improve mental health outcomes. In the course of fulfilling the role of Manager, uses their clinical knowledge and experience to provide a corporate support service to the directorate in areas such as clinical utility development, evaluation and information systems management.</p>
<b>Direct Reports:</b>
<p>RN3 Clinical Outcomes Coordinator          ASO7 Chief Analyst          ASO7 Principle Advisor Information Intelligence          ASO6 Reports Developer Mental Health Client Information          ASO6 Client Information Applications Manager          ASO5 Data Systems Coordinator          ASO5 Project Officer Performance</p>

Key Relationships/ Interactions:		
<p><u>Internal</u></p> <ul style="list-style-type: none"> <li>The position reports to the Nursing Co-Director, Mental Health</li> <li>The position works collaboratively and forms links with CALHN Mental Health Managers</li> </ul> <p><u>External</u></p> <ul style="list-style-type: none"> <li>&gt; The position forms links with the Office of Chief Psychiatrist, other LHN Health services, Health System Performance and other Divisions within SA Health through the use of effective consultation and communication strategies.</li> <li>The position is the SA jurisdictional representative for the National Mental Health Information Strategy Standing Committee and its Performance Subcommittee</li> </ul>		
Challenges associated with Role:		
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> <li>Ensuring continuity of business intelligence available from Information Systems in the context of multiple systems changes and electronic record development.</li> <li>Ensuring reporting capacity is flexible and can accommodate complex business needs within a manageable framework</li> <li>Increasing complexity of the system in response to additional requirements from clinical and managerial sectors.</li> <li>The need to harmonise MH data collection across all sectors in emerging Sunrise environment.</li> <li>Aging and potential obsolescence of the infrastructure and software.</li> <li>.</li> </ul>		
Delegations:		
<b>Delegated Level :</b> in accordance with CALHN's Delegation of Authority Document		
<b>Staff supervised:</b>	7 Direct	5 Indirect
Special Conditions:		
<ul style="list-style-type: none"> <li>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.</li> <li><i>Prescribed Positions</i> under the <i>Children's Protection Act (1993)</i> must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.</li> <li>Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the <i>Children and Young People (Safety) Act 2017</i> or 'Approved Aged Care Provider Positions' as defined under the <i>Accountability Principles 2014</i> pursuant to the <i>Aged Care Act 2007 (Cth)</i>.</li> <li>Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.</li> <li>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 <i>Public Sector Act 2009</i> for Public Sector employees or the <i>SA Health (Health Care Act) Human Resources Manual</i> for Health Care Act employees.</li> <li>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.</li> </ul>		

## 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.*
- *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.*
- *Relevant Australian Standards.*
- *Duty to maintain confidentiality.*
- *Smoke Free Workplace.*
- *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 & 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.

**Cultural Commitment:**

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

**Resilience:**

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

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Improving and reporting clinical outcomes to practices by;	<ul style="list-style-type: none"> <li>• Overseeing and advising corporate management and systems services the complexity and outcomes of collected data and the alignment with Policy directions of Mental Health.</li> <li>• Examine information systems and data flow; evaluate complex data discrepancy problems, clinical applicability and compliance issues and recommend solutions for improvements.</li> <li>• Provide critical recommendations for clinical data collection and information system improvements as required.</li> <li>• Provide an advisory and support role to clinicians to facilitate clinical utility, collection and sharing of information to improve health care.</li> <li>• Provide leadership in establishing relationships with other similar functions across the directorate and other Regions by identifying and establishing interface / data sharing opportunities with other Directorates, including Quality and Safety, ICT and Service development.</li> <li>• Ensure compliance with information and data collection standards, including national standards where relevant, for privacy, access, definitions, quality control, etc.</li> <li>• Leading a team and accepting accountability for a major administrative portfolio to IMPM Unit and Mental Health Directorate.</li> <li>• Developing customised Key Performance Indicators and/or outcomes measurement models that influence organisation wide reporting processes and outcomes for consumers;</li> <li>• Coordinate relevant training programs for mental health information systems and clinical tools across the directorate with a consistent approach to data development and interpretation across the directorate.</li> </ul>
Contributing to the human and material resource management of the unit/service by;	<ul style="list-style-type: none"> <li>• Integrating corporate and local human and material resource management in collaboration with General Manager Acute services and the IMPMU team.</li> <li>• Maintaining productive working relationships and manage conflict resolution.</li> <li>• Mentor, lead and direct assigned staff, provide appropriate feedback and encourage a culture of cross-team and cross-department.</li> <li>• Undertake resource planning and human resource management including prioritising, scheduling, managing staff services and position appointments.</li> <li>• Assist team members to gain the skills, knowledge and capability to deliver their accountabilities.</li> </ul>
Contributes to the achievement of best practice and where relevant facilitates the development and application of information research by;	<ul style="list-style-type: none"> <li>• Integrating contemporary information and research evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level;</li> <li>• Using and developing or making significant adaptation to clinical and/or management information systems;</li> <li>• Directly undertaking and/or overseeing research or evaluative projects undertaken by the Unit and for the Directorate.</li> <li>• Initiate, plan and coordinate systems to monitor, report and utilise Key Performance Indicators internally and externally through</li> </ul>

	<p>benchmarking activities.</p> <ul style="list-style-type: none"> <li>• Develop and implement critical strategies across Mental Health to embed the use of outcome measures into normal clinical and service management practice.</li> <li>• Develop and implement strategies for ongoing engagement, training and site support – improve training skills, coordinate changes to technical specifications, assessment and outcome measures, their clinical applicability and other changes as required.</li> <li>• Establish systems to provide clinical, service and data quality feedback to executive, clinicians and managers.</li> <li>•</li> </ul>
Contributes to the achievement of professional expertise through the maintenance of ongoing personal professional development/continuing education;	<ul style="list-style-type: none"> <li>• Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experiences that underpin a demonstrable application of knowledge and skill commensurate with the level of anatomy, decision making authority and influence of recommendations expected of the role.</li> </ul>
In addition the Manager may be required to;	<ul style="list-style-type: none"> <li>• Undertake the work of a portfolio beyond the usual range for the setting, within the corporate administrative framework and delegations of responsibility;</li> <li>• Provide a support/advisor role to other Managers</li> </ul>



### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- Registered as a Nurse with the Nursing & midwifery Board of Australia and hold a current practising certificate

#### **Personal Abilities/Aptitudes/Skills:**

- Demonstrated leadership qualities including highly developed skills in communication, problem solving, conflict resolution and negotiation.
- Demonstrated ability to work with a high degree of autonomy.
- Demonstrated ability to communicate and work with others to influence and earn the trust and respect of relevant parties gaining co-operation and support.
- Demonstrated highly developed report writing and oral presentation skills.
- Demonstrated skills in the use and collection of clinical outcome and assessment tools, including their application to clinical care.
- Demonstrated skills in identifying, researching and analysing problems, formulating and executing innovative and appropriate solutions, contributing to key decision making processes and negotiating successful outcomes in a resourceful and diplomatic manner.
- Proven high level interpersonal and, communication skills to liaise effectively with a wide range of stakeholders, undertake interagency collaboration, effectively resolve conflict and prepare high quality reports.
- Proven ability to identify performance outcomes, plan activities and prioritise workloads to achieve corporate goals and meet deadlines, often in a context of competing expectations.
- High skill level in a variety of MS Office, data analysis and clinical information applications.

#### **Experience**

- Registered Nurse with at least 3 years, full-time equivalent, post registration experience.
- Extensive experience in leading and managing a multi-disciplinary team to deliver timely and complex concurrent projects that achieve Agency objectives and are within budget.
- Extensive experience in developing and maintaining complex information systems for a large and diverse organisation, identifying and managing critical data discrepancy and compliance issues and utilising a wide variety of computer software including CBIS database, analytical/report writing applications, word processing and spreadsheets.
- Clinical experience working in the delivery of care to mental health consumers.
- Proven experience in the management and execution of change including managing resistance and monitoring and evaluating the progress of policy implementation/practice changes.
- Experience in applying contemporary management processes and practices in a health care setting.
- Proven experience in identifying organisational development needs, designing, coordinating and delivering training programs appropriate to the audience and producing a range of effective training documentation.
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#### **Knowledge**

- Understanding of the requirements of the Health Practitioner Regulation National Law (South Australia) Act.
- Knowledge and understanding of the ANMC Code of Professional Conduct for Nurses/Midwives in Australia (2003) and the Commissioner for Public Sector Employment Code of Ethics for the South Australian Public Sector.
- Knowledge and understanding of legislative responsibilities for OHS&W, Workers Compensation and Rehabilitation and Equal Opportunity.
- Knowledge of Quality Improvement Systems as applied to a hospital setting.
- Knowledge of contemporary nursing/midwifery and health care issues.

- Comprehensive knowledge of data quality protocols, clinical outcome measures and National standards, specifically the National Outcome and Casemix Collection and National Minimum Data Sets.
- Knowledge of the processes involved in analysing and developing information technology applications.
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## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- Where applicable, qualifications relevant to practice setting.
- Post Graduate Tertiary qualifications in nursing or human services related discipline

### **Personal Abilities/Aptitudes/Skills:**

- Ability to contribute to the achievement of best practice by facilitating the development and application of relevant research findings.
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### **Experience**

- Extensive experience with information systems, KPI reporting and their clinical utility development
- Experience with developing, implementing and evaluating quality improvement activities.
- Experience in facilitating health research and applying beneficial results to the area of practice.
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### **Knowledge**

- Knowledge of contemporary mental health information systems

## **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 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.

### **Central Adelaide Local Health Network:**

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

### **Division/ Department:**

The CALHN MHD provides comprehensive inpatient and community based mental health care to people living within the CALHN catchment area. Services are located in the two general hospitals, at Glenside Health Service and at a range of community sites. Services are available for people from 16 years. The directorate partners with multiple government and non-government services in the coordination of treatment and support services. The service is multidisciplinary and employs a range of medical, nursing, allied health and lived experience workers. The service is committed to the genuine engagement of consumers and carers as partners in service delivery.

The Information Management & Performance Monitoring Unit has the following core responsibilities

- Implementation, training and ongoing development of clinical information systems
- Implementation, training and development of assessment and outcome measures
- Key Performance Indicator reporting
- Benchmarking
- Data extraction and analysis
- Information system Helpdesk function for approximately 3500 clinical and administrative staff across all LHNs
- Data quality monitoring
- System security monitoring and auditing of access to confidential client information

## Values

### Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

<b>Patient Centred:</b>	Our patients are the reason we are here and we will provide the best service to our patients and customers
<b>Team Work:</b>	We value each other and work as a team to provide the best care for our patients
<b>Respect:</b>	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
<b>Professionalism:</b>	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:** \_\_\_\_\_ **Role Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### Role Acceptance

#### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## ROLE DESCRIPTION

<b>Role Title:</b>	Manager, Information Management and Performance Monitoring		
<b>Classification Code:</b>	AHP4	Position Number	M47581
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	Mental Health		
<b>Division:</b>	Information Management and Performance		
<b>Department/Section / Unit/ Ward:</b>			
<b>Role reports to:</b>	Nursing Co-Director		
<b>Role Created/ Reviewed Date:</b>	January 2020		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
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## ROLE CONTEXT

<b>Primary Objective(s) of role:</b>
<p>The Manager (AHP4) IMPM Unit provides a specialist service and advice to the Mental Health Director and the Regional Management Teams to support policy development and data utilisation including the implementation of state and national strategies to improve mental health outcomes. In the course of fulfilling the role of Manager, uses their clinical knowledge and experience to provide a corporate support service to the directorate in areas such as clinical utility development, evaluation and information systems management.</p>
<b>Direct Reports:</b>
<p>RN3 Clinical Outcomes Coordinator          ASO7 Chief Analyst          ASO7 Principle Advisor Information Intelligence          ASO6 Reports Developer Mental Health Client Information          ASO6 Client Information Applications Manager          ASO5 Data Systems Coordinator          ASO5 Project Officer Performance</p>

Key Relationships/ Interactions:		
<p><u>Internal</u></p> <ul style="list-style-type: none"> <li>The position reports to the Nursing Co-Director, Mental Health</li> <li>The position works collaboratively and forms links with CALHN Mental Health Managers</li> </ul> <p><u>External</u></p> <ul style="list-style-type: none"> <li>The position forms links with the Office of Chief Psychiatrist, other LHN Health services, Health System Performance and other Divisions within SA Health through the use of effective consultation and communication strategies.</li> <li>The position is the SA jurisdictional representative for the National Mental Health Information Strategy Standing Committee and its Performance Subcommittee</li> </ul>		
Challenges associated with Role:		
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> <li>Ensuring continuity of business intelligence available from Information Systems in the context of multiple systems changes and electronic record development.</li> <li>Ensuring reporting capacity is flexible and can accommodate complex business needs within a manageable framework</li> <li>Increasing complexity of the system in response to additional requirements from clinical and managerial sectors.</li> <li>The need to harmonise MH data collection across all sectors in emerging Sunrise environment.</li> <li>Aging and potential obsolescence of the infrastructure and software.</li> </ul>		
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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.

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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 Commitment:**

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

#### **Resilience:**

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

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Improving and reporting clinical outcomes to practices by;	<ul style="list-style-type: none"> <li>Overseeing and advising corporate management and systems services the complexity and outcomes of collected data and the alignment with Policy directions of Mental Health.</li> <li>Examine information systems and data flow; evaluate complex data discrepancy problems, clinical applicability and compliance issues and recommend solutions for improvements.</li> <li>Provide critical recommendations for clinical data collection and information system improvements as required.</li> <li>Provide an advisory and support role to clinicians to facilitate clinical utility, collection and sharing of information to improve health care.</li> <li>Provide leadership in establishing relationships with other similar functions across the directorate and other Regions by identifying and establishing interface / data sharing opportunities with other Directorates, including Quality and Safety, ICT and Service development.</li> <li>Ensure compliance with information and data collection standards, including national standards where relevant, for privacy, access, definitions, quality control, etc.</li> <li>Leading a team and accepting accountability for a major administrative portfolio to IMPM Unit and Mental Health Directorate.</li> <li>Developing customised Key Performance Indicators and/or outcomes measurement models that influence organisation wide reporting processes and outcomes for consumers;</li> <li>Coordinate relevant training programs for mental health information systems and clinical tools across the directorate with a consistent approach to data development and interpretation across the directorate.</li> </ul>
Contributing to the human and material resource management of the unit/service by;	<ul style="list-style-type: none"> <li>Integrating corporate and local human and material resource management in collaboration with General Manager Acute services and the IMPMU team.</li> <li>Maintaining productive working relationships and manage conflict resolution.</li> <li>Mentor, lead and direct assigned staff, provide appropriate feedback and encourage a culture of cross-team and cross-department.</li> <li>Undertake resource planning and human resource management including prioritising, scheduling, managing staff services and position appointments.</li> <li>Assist team members to gain the skills, knowledge and capability to deliver their accountabilities.</li> </ul>
Contributes to the achievement of best practice and where relevant facilitates the development and application of information research by;	<ul style="list-style-type: none"> <li>Integrating contemporary information and research evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level;</li> <li>Using and developing or making significant adaptation to clinical and/or management information systems;</li> <li>Directly undertaking and/or overseeing research or</li> </ul>

	<p>evaluative projects undertaken by the Unit and for the Directorate.</p> <ul style="list-style-type: none"> <li>• Initiate, plan and coordinate systems to monitor, report and utilise Key Performance Indicators internally and externally through benchmarking activities.</li> <li>• Develop and implement critical strategies across Mental Health to embed the use of outcome measures into normal clinical and service management practice.</li> <li>• Develop and implement strategies for ongoing engagement, training and site support – improve training skills, coordinate changes to technical specifications, assessment and outcome measures, their clinical applicability and other changes as required.</li> <li>• Establish systems to provide clinical, service and data quality feedback to executive, clinicians and managers.</li> </ul>
Contributes to the achievement of professional expertise through the maintenance of ongoing personal professional development/continuing education;	<ul style="list-style-type: none"> <li>• Managing own professional development activities and portfolio, consistent with the registration or accreditation requirements of the relevant professional association</li> <li>• Supporting the development of others and contributing to learning in the work area.</li> </ul>
In addition the Manager may be required to;	<ul style="list-style-type: none"> <li>• Undertake the work of a portfolio beyond the usual range for the setting, within the corporate administrative framework and delegations of responsibility;</li> <li>• Provide a support/advisor role to other Managers</li> </ul>

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- For Psychologists: Masters Degree in Clinical Psychology or equivalent qualification recognised by the PsyBA and general registration with PsyBA with an endorsed area of practice in Clinical Psychology.
- For Social Workers: Appropriate degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers.
- For Occupational Therapists: Appropriate degree or equivalent qualification which entitles registration as an Occupational Therapist with the Occupational Therapy Board of Australia.

#### **Personal Abilities/Aptitudes/Skills:**

- Demonstrated leadership qualities including highly developed skills in communication, problem solving, conflict resolution and negotiation.
- Demonstrated ability to work with a high degree of autonomy.
- Demonstrated ability to communicate and work with others to influence and earn the trust and respect of relevant parties gaining co-operation and support.
- Demonstrated highly developed report writing and oral presentation skills.
- Demonstrated skills in the use and collection of clinical outcome and assessment tools, including their application to clinical care.
- Demonstrated skills in identifying, researching and analysing problems, formulating and executing innovative and appropriate solutions, contributing to key decision making processes and negotiating successful outcomes in a resourceful and diplomatic manner.
- Proven high level interpersonal and, communication skills to liaise effectively with a wide range of stakeholders, undertake interagency collaboration, effectively resolve conflict and prepare high quality reports.
- Proven ability to identify performance outcomes, plan activities and prioritise workloads to achieve corporate goals and meet deadlines, often in a context of competing expectations.
- High skill level in a variety of MS Office, data analysis and clinical information applications.

#### **Experience**

- Extensive experience in leading and managing a multi-disciplinary team to deliver timely and complex concurrent projects that achieve Agency objectives and are within budget.
- Extensive experience in developing and maintaining complex information systems for a large and diverse organisation, identifying and managing critical data discrepancy and compliance issues and utilising a wide variety of computer software including CBIS database, analytical/report writing applications, word processing and spreadsheets.
- Clinical experience working in the delivery of care to mental health consumers.
- Proven experience in the management and execution of change including managing resistance and monitoring and evaluating the progress of policy implementation/practice changes.
- Experience in applying contemporary management processes and practices in a health care setting.
- Proven experience in identifying organisational development needs, designing, coordinating and delivering training programs appropriate to the audience and producing a range of effective training documentation.

## **Knowledge**

- Understanding of the requirements of the Health Practitioner Regulation National Law (South Australia) Act.
- Knowledge and understanding of legislative responsibilities for OHS&W, Workers Compensation and Rehabilitation and Equal Opportunity.
- Knowledge of Quality Improvement Systems as applied to a hospital setting.
- Comprehensive knowledge of data quality protocols, clinical outcome measures and National standards, specifically the National Outcome and Casemix Collection and National Minimum Data Sets.
- Knowledge of the processes involved in analysing and developing information technology applications.
- Knowledge of evaluation and research methods and sources of specialised professional knowledge.
- Knowledge and understanding of state mental health service structures, the National and State Mental Health Plans and Strategic directions.
- Knowledge of relevant legislation pertaining to mental health services.
- Knowledge of National Quality Standards.
- Knowledge of the recovery framework.
- Knowledge and understanding of relevant legislation, principles and codes of practice.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- Post graduate qualifications in health services management, health administration or human services relevant to the area of practice.

### **Personal Abilities/Aptitudes/Skills:**

- Ability to contribute to the achievement of best practice by facilitating the development and application of relevant research findings.

## **Experience**

- Extensive experience with information systems, KPI reporting and their clinical utility development
- Experience with developing, implementing and evaluating quality improvement activities.
- Experience in facilitating health research and applying beneficial results to the area of practice.
- 

## **Knowledge**

- Knowledge of contemporary mental health information systems

## **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 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.

### **Central Adelaide Local Health Network:**

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to

complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

**Division/ Department:**

The CALHN MHD provides comprehensive inpatient and community based mental health care to people living within the CALHN catchment area. Services are located in the two general hospitals, at Glenside Health Service and at a range of community sites. Services are available for people from 16 years. The directorate partners with multiple government and non-government services in the coordination of treatment and support services. The service is multidisciplinary and employs a range of medical, nursing, allied health and lived experience workers. The service is committed to the genuine engagement of consumers and carers as partners in service delivery.

The Information Management & Performance Monitoring Unit has the following core responsibilities

- Implementation, training and ongoing development of clinical information systems
- Implementation, training and development of assessment and outcome measures
- Key Performance Indicator reporting
- Benchmarking
- Data extraction and analysis
- Information system Helpdesk function for approximately 3500 clinical and administrative staff across all LHNs
- Data quality monitoring
- System security monitoring and auditing of access to confidential client information

## Values

### Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

<b>Patient Centred:</b>	Our patients are the reason we are here and we will provide the best service to our patients and customers
<b>Team Work:</b>	We value each other and work as a team to provide the best care for our patients
<b>Respect:</b>	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
<b>Professionalism:</b>	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:** \_\_\_\_\_ **Role Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### Role Acceptance

#### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_