

ROLE DESCRIPTION

Role Title:	Implementation Manager, Statewide Patient Reported Measures (PRM) Program
Classification Code:	Registered Nurse/Midwife Level 4
LHN/ HN/ SAAS/ DHW:	Commission on Excellence and Innovation in Health (CEIH)
Hospital/ Service/ Cluster	Citi Centre
Division:	Human Centred Design
Department/Section / Unit/ Ward:	
Role reports to:	Executive Director, Human Centred Design
Role Created/ Reviewed Date:	April 2021
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working with Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Implementation Manager will be part of the Patient Reported Measures (PRM) Program reporting to the Statewide PRM Program Director and is responsible for leading the identification, development and implementation of strategies to establish the Statewide PRM Program across defined clinical areas. The role will provide project management and other support to clinical leaders and practitioners to change culture, implement innovative solutions, and ensure the successful utilisation of the IT solution. The role will liaise with IT provider(s) as required, develop and implement resources and education materials for clinicians and consumers, and maintain consistency in implementation approach and clinical workflows across PRM Program service providers.

The position will require strong stakeholder engagement and will work collaboratively with health professionals including hospital managers and clinicians, consumers, and community and primary care partners to support opportunities for innovation in care delivery.

Employees classified at this level provide clinical nursing/midwifery expertise and clinical leadership within their area and stream of practice and for situations of greater clinical complexity.

At level 4 clinicians practice beyond the usual extent of nursing/midwifery scope of practice and are autonomous clinical decision makers, working independently and collaboratively in the health care system.

Direct Reports:

Whilst this role does not have any direct reports it is expected, as the Implementation Manager, that this position will provide leadership, guidance and set standards for other PRM Program team members.

Key Relationships/ Interactions:

Internal

- > Close working relationships with the staff and leadership team of CEIH; the Department for Health and Wellbeing (DHW), specifically Digital Health SA, Office of the Chief Medical Information Officer, Sunrise EMR and Safety and Quality representatives; and LHN representatives, clinicians and consumers.

External

- > Collaborative working relationships with external stakeholders in health, public and private sectors, other jurisdictional health representatives such as the Australian Commission on Safety and Quality in Healthcare and other jurisdictions who are in various stages of PRM program implementation, other state government agencies as required, and non-government providers such as IT and digital health developers.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Balancing competing priorities in establishing the Statewide PRM program within agreed timelines, ensuring quality outcomes and deliverables.
- > Consulting and liaising with multiple key stakeholders, requiring leadership, negotiation and change management at multiple levels to gain commitment and support by stakeholders, under circumstances where there are other day-to-day pressures.
- > Managing diverse expectations of many stakeholders across the state.
- > Working in a fast paced environment characterised by complexity, innovation and change.

Delegations:

- > Nil

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.
- > It is mandatory that no person, whether or not already working in CEIH, may be appointed to a position in CEIH unless they have the satisfactory Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCC must be renewed every 5 years from the date of issue; and for "Approved Aged Care Provider Positions" every 3 years from the date of issue as required by the *Accountability Principles 2014* issued pursuant to the Aged care Act 1997 (Cth).
- > For appointment in a *Prescribed Position* under the *Child Safety (Prohibited Persons Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > Depending on work requirements the incumbent may be transferred to other locations across CEIH to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

*NB Reference to legislation, policies and procedures includes any superseding versions

All CEIH staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA)
- > *SA Information Privacy Principles*
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009* (SA), *Health Care Act 2008* (SA), 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.
- > *Health Practitioner Regulation National Law (South Australia) Act 2010*
- > *Mental Health Act 2009* (SA) and Regulations
- > *Controlled Substances Act 1984* (SA) and Regulations
- > The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
- > The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time
- > The Australian Immunisation Handbook guideline recommendations (May 2020)
- > Australian Guidelines for the Prevention and Control of Infection in Healthcare (2019)
- > SA Health policies, procedures and standards.

Performance Development

CEIH employees are required to participate in the organisation's Performance Review and Development Program which will include a regular review of their performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to the Public Sector Values and strategic directions of the CEIH.

Handling of Official Information:

By virtue of their duties, CEIH employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

CEIH 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.

CEIH employees will not misuse information gained in their official capacity.

CEIH 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:

CEIH has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

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



Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Lead the identification, development and implementation of strategies to establish the PRM Program across defined clinical areas. > Provide high level and expert advice and support to clinical leaders and practitioners to change culture and implement innovation, and to enable the successful utilisation of IT solution(s).
Support of health service systems	<ul style="list-style-type: none"> > Develop and maintain strong, effective and collaborative working relationships with a broad range of internal and external stakeholders to support PRM Program implementation. > Facilitate strategic partnerships with both internal and external stakeholders. > Monitor program implementation against key milestones and develop detailed program reports to inform PRM Program Director and governance committee(s) > Formulate and implement plans, programs of work and solutions with a focus on sustainability and embedding the Statewide PRM Program as 'business as usual' within clinical areas. > Plan and implement change management and performance improvement initiatives to promote the importance of good data quality, including managing stakeholder engagement, communication, and education processes and initiatives. > Provide end-to-end project oversight, advising on and contributing to project scoping, project briefs and project plans, including milestones and timing schedules. > Manage deadlines and report on progress to key stakeholders about the success of implementation. > Determine, manage and monitor risks and develop contingency strategies, identify barriers, escalate as required and utilise local champions to facilitate success
Education	<ul style="list-style-type: none"> > Provide high level advice in the design, manage and undertake facilitation of, tailored coaching and support to PRM project leads within the LHNs to support front-line leaders and clinicians to change culture and implement innovations. > Provide timely and high level advice to the Statewide PRM Program Director on matters necessary to support the implementation and establishment of the PRM Program.
Research	<ul style="list-style-type: none"> > Contribute at a high level to evaluation processes, program monitoring and reporting.
Professional leadership	<ul style="list-style-type: none"> > Encourage a culture within the Statewide PRM Program team of continuous improvement, an expectation of excellence in all aspects of work. > Monitor own performance to ensure that work is appropriately prioritised and completed on schedule. > Ensure own training and skills are appropriate and raise required training and up-skilling requirements with line manager. > Contribute to the development and achievement of the overall PRM Program objectives.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Registered or eligible for registration as a Nurse with the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold, a current practicing certificate.

Personal Abilities/Aptitudes/Skills

- > Highly developed skills in communication, problem solving, conflict resolution and negotiation, and demonstrated ability to contribute to and encourage a culture of teamwork, excellence and shared responsibility for achieving results.
- > Exceptional organisational skill and demonstrated ability to successfully manage significant detail over multiple, concurrent projects, provide strategic and organisational leadership, and to operate effectively under heavy workloads and tight time constraints.
- > Demonstrated ability to work closely with multiple stakeholders on the development of policies and integrated implementation plans and positively influence others in responding to change.
- > Demonstrated ability to participate in and contribute to key decision making processes at a senior level.
- > Demonstrated ability facilitation of change management
- > Demonstrated ability to work with a high degree of autonomy.
- > Demonstrated skills in creative thinking, analysing, formulating and executing appropriate solutions, and negotiating successful outcomes in an innovative and resourceful manner.

Experience

- > Extensive experience in project management including initiating, strategically planning, managing and successfully executing major and complex projects, and leading, managing and motivating staff.
- > Experience in system and service design and management of complex projects, strategies dealing with sensitive issues and monitoring of organisational performance.
- > Experience in contract management and/or non-government provider engagement, in the areas of health service provision.
- > Registered Nurse and or Midwife with at least 3 years post registration experience.
- > Experience in management roles
- > Experience in developing policies and procedures in the relevant area of clinical practice.

Knowledge

- > Knowledge of the Australian National Safety and Quality and Safety Health Service Standards and Quality Improvement Systems as applied to a hospital setting
- > Demonstrated ability to manage the legislative requirements of the *Work Health Safety Act 2012* (SA), utilising AS/NZS ISO 3100:2009 Risk Management – Principles and Guidelines, or to an equivalent set of standards.
- > Knowledge of contemporary professional nursing and or midwifery and health care issues.
- > Knowledge of working within a project management framework.
- > A sound knowledge of Patient Reported Measures and emerging directions within health services, including digital health strategies and value-based healthcare models, in South Australia, nationally and internationally.
- > Detailed knowledge of relevant legislation, standards, government policies, and guidelines and an understanding of relevant competencies, ethics, codes and industrial agreements as they relate to clinicians and their practice settings.
- > A sound knowledge of strategic and program management planning processes and strategies

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Tertiary qualifications in nursing and or midwifery or human services related discipline (Graduate Diploma or Master level)

Personal Abilities/Aptitudes/Skills:

- > Skills in using computers and software relevant to the area of practice.
- > Ability to write reports and analyse data
- > Ability to manage change.

Experience

- > Experience with quality improvement methodologies for clinical activities
- > Demonstrated experience managing complex change in healthcare settings
- > Experience using co-design and design thinking methods

Knowledge

- > Knowledge of the health care system in South Australia
- > A sound knowledge of the roles of State and Commonwealth governments, and in relation to the state government, its operation and relationship with the public sector and in particular the interfaces between Parliament, Government and departments.
- > A high level of understanding of organisational management and development

Organisational Context

The CEIH provides leadership and advice on excellence and innovation in healthcare. We partner with clinicians, consumers, carers and other collaborators to improve care and safety, monitor performance, and champion evidence-based practice to improve health outcomes.

Our vision is, “Together, let’s create better healthcare for South Australians”.

In doing this we will:

- > bring together expertise from clinicians, consumers, health partners and other stakeholders to maximise health outcomes and experience
- > be a centre for excellence, a strong partner for clinical improvement and innovation and have expertise which can influence design
- > drive safer, more innovative and efficient healthcare by empowering clinicians and consumers.

The CEIH has four directorates:

- > Consumer and Clinical Partnerships
- > Clinical Improvement and Innovation
- > Clinical Informatics
- > Human-centred Design

CEIH Culture

The CEIH is committed to:

- > Accountability – leading by example and role modelling
- > Collaboration – leveraging the power of diversity
- > Trust – acting with integrity and trust
- > Empathy – making everyone feel valued and understood
- > Learning – promoting lifelong learning and curiosity
- > Aiming high – nurturing high expectations and standards
- > Customer focus – champion the whole of customer experience in everything we do.

Our Legal Entities

CEIH has been proclaimed as an attached office to the Department for Health and Wellbeing, under the *Public Sector Act 2009*. The Commissioner CEIH is responsible to the Minister for Health and Wellbeing.

CEIH works with other legal entities of SA Health including (but not limited to) the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women’s and Children’s Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

Values

South Australian Public Sector Values

The public sector values have been developed to make it easier for us to work together by forming a culture and a vision that we all share.

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

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: