**COVID-19**

**ROLE STATEMENT**

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| **Role Title:** | Manager Administration/Principal Project Officer – Various Opportunities |
| **Classification Code:** | ASO8 |
| **LHN/DHW:** | Department for Health and Wellbeing |
| **Division:** | Various |
| **Department/Section/Unit:** | Various |
| **Role reports to:** | Director/ Executive Director |
| **Role Created/ Reviewed Date:** | September 2021 |
| **Criminal and Relevant History Screening:** | [ ]  Aged (NPC)[ ]  Working With Children’s Check (WWCC) (DHS)[ ]  Vulnerable (NPC)[x]  General Probity (NPC) |
| **Immunisation Risk Category Requirements:** | [ ]  Category A (direct contact with blood or body substances)[ ]  Category B (indirect contact with blood or body substances) [x]  Category C (minimal patient contact)  |
| **Direct Reports** | Dependant on the role  |
| **Delegations** | Dependant on the role |

**ROLE PURPOSE:**

The Manager Administration/Principal Project Officer reports to the Director/ Executive Director and is responsible for a major program or programs which are at state-wide level or critical importance to Department for Health and Wellbeing (DHW). The role requires high levels of discipline expertise and experience combining elements of planning, organising, directing and evaluating to determine goals and priorities with the framework of DHW and SA Health objectives.

The role will be accountable for the following but not limited to:

* Leading, overseeing, co-ordinating, operational planning, management and implementation of a function/section, business unit and / or project.
* Ensuring function/section, business unit and / or project activities are consistent, integrated and meet a best practice approach to further enhance SA Health’s disaster resilience capacity and capability to help create a resilient and learning organisation.

**KEY RELATIONSHIPS/INTERACTIONS:**

Internal

* Reports to the Director/ Executive Director.
* DHW and its business units; but not limited to, Finance, Procurement, ICT, Legal Services, Risk and Assurance, the Minister’s Office and other corporate services.
* Liaise and develop strategic networks with key working groups, bodies and representative organisations at state and national level including; Australian Government and State and Territory Health departments and disaster management operations.
* South Australian Emergency Management Sector and Emergency Services.
* Fosters close working relationships with key departmental stakeholders, including Department for Health and Wellbeing (DHW) and Local Health Network (LHNS).

External

* Members of public, Local Health Network staff, SA health employees, local, State and Commonwealth Government agencies, contractor and external stakeholders.

**CHALLENGES ASSOCIATED WITH THE ROLE:**

* Support SA Health with the strategic intent to prevent community transmission of COVID-19 and the control of strategic risks associated with the COVID-19 pandemic emergency.
* Working in a fast-paced environment characterised by complexity, innovation and change.
* Working in an emerging and rapidly changing public health response what is highly impactful to human health whilst being mindful of political and economic sensitives.
* When a critical even occurs, the incumbent will be required to assist with tasks with fall outside of the day to day business.

**SPECIAL CONDITIONS:**

* May be required to participate in an after-hours on-call roster/some out-of-hours work.
* Intrastate/interstate travel may be required.
* Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.

**KEY RESULT AREAS AND RESPONSIBLITIES**

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| **Key Result Areas** | **Major Responsibilities** |
| Functional Oversight  | * Oversee the coordination and control of critical programs, functions and projects including the development, implementation and delivery of functional activities within the scope of the function/section, business unit and / or project.
* Lead operational planning and management including providing daily operational leadership and direction and acting as a point of contact and escalation for functional teams.
* Oversee the active and timely resolution of issues and lead the address of critical risks ensuring key tasks are met and critical information requirements are escalated to executive.
* Oversee, manage and review significant resources including ensuring daily staffing requirements meet operational needs, staff related issues are appropriately addressed, and workforce issues, risks and recommendations are addressed.
* Lead, and provide expert advice to the resolution of matters escalated to by internal and external stakeholders.
* Represent the business unit in operational meetings and forums and provide expert advice and assistance to leadership and other Department of Health and Wellbeing executives in relation to functional activities.
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| Lead Functional Support | * Lead the strategic development and implementation of functional activities.
* Lead and ensure that functional support activities are coordinated, consistent, integrated and meet a best practice approach to further enhance SA Health’s disaster resilience capacity and capability.
* Provide strategic advice on COVID-19 governance, administration and project support, including operational, clinical, legislative and administration.
* Respond to State and Federal Government Inquiries and lead the presenting of information across all agencies and stakeholders.
* Lead complex research and analysis processes and deliver advice related to key risks and threats, including worst-case scenarios and potential outcomes.
* Identify, implement and evaluate actions to mitigate and manage daily operational risks.
* Create a positive learning environment and promote a culture of continuous improvement to support the creation of a resilient and learning organisation.
* Communicate the section or unit’s performance, and actively resolve and manage conflict within the workplace.
* Devise, implement and evaluate strategies to deliver and analyse information for the purpose of efficient processes.
* Act as a leader, role model, mentor and coach, demonstrating respectful communications and behaviours.
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| Continuous Improvement and Compliance | * Lead, manage and clearly communicate the nature, timing and other expectations in relation to the established work priorities of the business unit.
* Develop and communicate workgroup policy and principles to ensure the preparedness and ongoing high performance of the team.
* Oversee the management and recording of daily activities and decisions to inform reporting.
* Oversee, and provide expert contribution to, the management and maintenance of quality review procedures including ongoing assessment and revision to ensure timeliness and accuracy of analysis.
* Adhere to and facilitate compliance with policies, procedures and guidelines within DHW and SA Health
* Confidently and competently oversee training and professional development.
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| Strategic Planning  | * Oversee the delivery of customer focussed, effective service provision and functional activities of the business unit including modelling and promoting an integrated team approach and culture which is highly responsive to the needs of business partners and external clients.
* Oversee the effective management of significant human, financial and physical assets within the functional area including the appropriate planning and allocation of resources to achieve agreed business and strategic plans.
* Provide high level advice to the business unit for forward planning processes including estimating future requirements.
* Oversee the sourcing, maintaining and coordination of the business unit resources, in accordance with human resource and financial delegations and contractual obligations.
* Lead the planning, development, delivery and evaluation innovative change initiatives that ensure appropriate and timely decision making.
* Lead the strategic planning of functional support continuous quality improvement activities.
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**KEY SELECTION CRITERIA:**

* High level experience in leading, motivating and influencing employee, driving and evaluating work objectives for improved service performance across strategically aligned functions.
* Delivers customer focused and strategically aligned services and practices, articulating complex concepts through timely and concise verbal and written communications and engaging with stakeholders to successfully negotiate sensitive matters.
* Highly developed knowledge of, and experience in advising on, the issues, risks, trends and directions associated with the unit's programs, paying heed to social, economic and commercial considerations.
* Demonstrates ability to work under broad Agency directions, determine goals and priorities, act with urgency, successfully lead and implement solutions and change and risk management initiatives across an organisation.
* High level experience in delivering outcomes through motivating and managing the performance and development of a diverse range of administrative employee in the delivery of complex programs, projects, systems and/or services that efficiently utilise allocated resources.
* Demonstrated strategic thinking and ability to act with urgency, accept and expect responsibility, successfully manage and implement change and risk management initiatives and complex solutions within span of assigned functions.
* Highly developed analytical and problem-solving skills, including expertise in advising on and developing specialist and innovative solutions, processes and/or discipline related policies.
* Proven ability to work under broad directions in determining goals and priorities, measuring and improving performance outcomes and strategically planning multifaceted activities.
* Highly developed knowledge of the discipline, related national initiatives and the issues, risks, trends and directions associated with the assigned services, systems and/or programs including an understanding of social, economic and commercial considerations.
* Highly developed interpersonal and communication skills that demonstrate commitment to customers, advanced writing ability in delivering clear and concise advice appropriate to the audience and successful negotiations and conflict resolution outcomes.

**INCUMBENT ROLE ACCEPTANCE**

Employees are required to work in accordance with the Code of Ethics for the South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements (refer to Induction and Orientation intranet page).

I have read and understood the responsibilities associated with role as outlined within this document.

**Name: Signature:** **Date:**

**Manager Name: ………………… Role Title:**

**Signature: Date:**

**Version control and change history**

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| **Version** | **Date from** | **Date to** | **Amendment** |
| V1 | 01/09/2021 |  | Original version. |