



## SA Health Job Pack

<b>Job Title</b>	Healthy Ageing Team Manager
<b>Eligibility</b>	Open to Everyone
<b>Job Number</b>	713651
<b>Applications Closing Date</b>	7 February 2020
<b>Region / Division</b>	Riverland Mallee Coorong Local Health Network
<b>Health Service</b>	Murray Mallee Community Health Service /Country Health Connect
<b>Location</b>	Murray Bridge
<b>Classification</b>	AHP3/RN3A/ASO6
<b>Job Status</b>	Temporary Full-time position working up to 5/6/2020
<b>Total Indicative Remuneration</b>	AHP3: \$110,755 - \$118,560 p.a. ASO6: \$102,564 - \$108,432 p.a. RN3A: \$124,301- \$131,635 p.a.

## Contact Details

<b>Full name</b>	Brett Webster
<b>Phone number</b>	0467 819 243
<b>Email address</b>	<a href="mailto:brett.webster@sa.gov.au">brett.webster@sa.gov.au</a>

## 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**
- ☒ 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

# POSITION DESCRIPTION



<b>Job Title</b>	Team Leader Healthy Ageing Team	<b>Classification</b>	AHP3	<b>Position Number</b>	
<b>LHN</b>	Country Health SA Local Health Network (CHSALHN)	<b>Term</b>		<b>Position Created</b>	Insert date
<b>Area</b>	Riverland Mallee Coorong Local Health Network	<b>FTE</b>	Full time (hours)	<b>Last Updated</b>	17/10/2018
<b>Criminal History Clearance Requirements:</b> <input checked="" type="checkbox"/> Child (DCSI) <input checked="" type="checkbox"/> Aged (NPC) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General probity (NPC)					

**Immunisation Risk Category:**

☐ Category A (direct contact with blood or body substances)  
☐ Category B (indirect contact with blood or body substances)  
☒ Category C (minimal patient contact)

**Broad Purpose of the Position**

The Team Leader, Healthy Ageing is an experienced and highly competent clinician who delivers quality services and / or provides clinical / professional leadership to allied health professionals working in RMCLHN. Responsible for contributing to improvements in the quality, safety and community needs-driven distribution of services within the Local Health Network, the Team Leader, Healthy Ageing works with allied health staff, managers and other stakeholders on model of care and workforce development initiatives.

**Qualifications**

Must hold a recognised qualification within the relevant Allied Health profession, and be eligible for full membership of the relevant Professional Association. For those professions requiring Registration all requirements to obtain and maintain current registration must be fulfilled. For self regulated professions it is desirable to participate in the professional associations' accredited continuing professional development program.

**Handling of Official Information**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential. SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised. SA Health employees will not misuse information gained in their official capacity. SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon**

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

**Cultural Statement**

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

<b>Special Conditions</b> <ul style="list-style-type: none"> <li>A current driver's license is essential, as is a willingness to drive on country roads and travel in light air craft as required. Intra state travel will be required; interstate travel may be required.</li> </ul>	<b>Key Relationships</b> <ul style="list-style-type: none"> <li>Reports to the Director, Community and Allied Health</li> <li>Expected to negotiate own formal clinical supervision arrangement, in accordance with the <i>Allied Health Clinical Support Framework</i></li> </ul>
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<ul style="list-style-type: none"><li>Flexibility and some out of hours work may be required.</li><li><i>Prescribed Positions</i> under the <i>Children’s Protection Act (1993)</i> must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).</li><li><i>Approved Aged Care Provider Positions</i> as defined under the <i>Accountability Principles 1998</i> made in pursuant to the <i>Aged Care Act 2007 (Cth)</i> 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.</li><li><i>Prescribed Positions</i> will also require a NPC general probity clearance.</li><li>Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.</li><li>Will be required to comply with the requirements of the CHSALHN Procedure for Credentialling Allied Health and Scientific Health Professionals</li><li>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</li></ul> <ul style="list-style-type: none"><li>Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.</li></ul>	<ul style="list-style-type: none"><li>Ensures clinical supervision is accessible to all allied health professionals working in Riverland Mallee Coorong LHN, including through the provision of clinical supervision to some within own area of expertise.</li><li>Works within a multi-disciplinary team framework, in collaboration with other health professionals, service providers and the community</li><li>Maintains cooperative and productive working relationships, including with the relevant Professional Association(s).</li><li>Works closely with the Principal Allied Health Advisor and other allied health leaders and stakeholders within RMCLHN and South Australia.</li><li>May be required to temporarily fulfill a higher position, appropriate to the skills and capacity of the incumbent</li></ul>	
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 CHSALHN 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 CHSALHN 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"><li>Ensure the effective and efficient management of the team through establishing appropriate team priorities, practices and plans.</li><li>Develop processes for the assessment, development, implementation and evaluation of services in line with overall service goals and priorities.</li><li>Provide leadership and direction in team meetings and planning sessions.</li><li>Contribute to the identification, establishment and implementation of clinical protocols for the provision of services across the Riverland Mallee Coorong LHN, in accordance with RMCLHN Strategic directions.</li><li>Provide specialist advice and consultative services to</li></ul>

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		the Principal Allied Health Advisor /RMCLHN Executive as required.
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 CHSALHN.</p> <p>2.2 Display a commitment to continuous personal and professional development by:</p> <ol style="list-style-type: none"> <li>Attending all mandatory training and actively pursuing other development as required to maintain currency of clinical knowledge</li> <li>Actively developing the professional skills and competencies in others, by contributing to or facilitation education and training activities and acting as a mentor and / or clinical supervisor to less experienced staff.</li> <li>Utilising the support of mentors and peers, and fostering strong relationships with Universities, Professional Associations and other key stakeholders.</li> <li>Actively participating in the Professional Development and Review (PDR) process, including developing and pursuing a personal / professional development plan in consultation with your line manager; and facilitating this process for staff under your supervision.</li> </ol> <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 CHSALHN, 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"> <li>Leadership, guidance and / or line management of a multi-disciplinary or specialist team within the REGION, or across CHSALHN and / or a professional network.</li> <li>Attainment of Team or REGION operational goals &amp; objectives, and the facilitation and application of human resource management principles including performance management and development.</li> </ol> <p>2.5 May have <i>Senior Clinical Educator and / or Senior Researcher responsibilities</i>, including:</p> <ol style="list-style-type: none"> <li>the coordination of clinical placements for a profession across CHSALHN or multiple professions within a RURAL REGION;</li> <li>contribution to clinical education within CHSALHN or in partnership with Universities;</li> <li>conducting research and / or quality evaluation within a cluster, whole of CHSALHN or within the professional network</li> </ol>	<ul style="list-style-type: none"> <li>▪ Support members of the team to identify and pursue appropriate professional development.</li> <li>▪ Encourage and support team member participation in decision making at the local and regional level.</li> <li>▪ Model and promote an effective work environment and organizational culture consistent with stated values and priorities.</li> <li>▪ Coordinate clinical placements for students within RMCLHN</li> <li>▪ Contribute to clinical education of RMCLHN staff and professional students</li> <li>▪ Contribute to clinical research and undertake quality evaluation</li> <li>▪ Lead / Guide / Line Manage the Healthy Ageing Team within RMCLHN</li> </ul>
3 Client / Customer	<p>3.1 Treat all clients with respect, identifying and pursuing opportunities to work in partnership with stakeholders to improve the quality of CHSALHN services.</p> <p>3.2 Promote cultural safety by valuing and promoting the cultural needs of local</p>	<ul style="list-style-type: none"> <li>▪ Consult and engage with consumers, carers and service providers to identify needs and ensure needs of high risk/minority groups (eg, those with multiple</li> </ul>

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Service	<p>communities and providing advice on service or system-level changes required at the CHSALHN level to meet these needs.</p> <p>3.3 As a clinical / professional leader, contribute to improvement the patient-journey driven distribution of services and ensuring client-centred practice and community engagement principles are embedded into the planning, delivery and evaluation of services.</p>	<p>complex issues) are considered in the development services.</p> <ul style="list-style-type: none"> <li>Ensure that a range of opportunities and mechanisms are available for community members to participate in the planning, development, delivery and evaluation of services.</li> <li>Advocate for and represent the needs of local communities as appropriate</li> </ul>
4 Administration and Documentation	<p>4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics.</p> <p>4.2 Proactively question existing practices and use of CHSALHN 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"> <li>Ensure the efficient and effective management of human, financial and physical resources of the team in accordance with RMCLHN policies and procedures.</li> <li>Participate with the Community Health Manager in strategic planning activities, policy development and implementation.</li> <li>Develop, monitor and review the annual team budget and contribute to Community Health Services budget planning and review.</li> <li>Generate and manage income through grant application</li> </ul>
5 Teamwork and Communication	<p>5.1 Contribute to CHSALHN-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 CHSALHN 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 CHSALHN and with external agencies.</p> <p>5.5 Provide clinical leadership in the application of CHSALHN strategic directions, values and priorities within the relevant discipline and / or specialty area(s).</p>	<ul style="list-style-type: none"> <li>Contribute to the planning and development of Community Health Services across RMCLHN, especially in relation to implementation of models of care.</li> <li>Promote cooperation, multidisciplinary and trans-disciplinary teamwork and involvement.</li> <li>Demonstrate respect, courtesy and care by valuing all members of the team for their unique potential and skills.</li> <li>Awareness of own communication style and behaviour, modifying these to achieve positive outcomes and relationships.</li> <li>Provide honest and sensitive feedback whilst being receptive to and encouraging constructive feedback.</li> <li>Ensuring effective communication systems between team members and other components of the service are established which enable a two way flow of information.</li> <li>Utilising mechanisms which support positive working relationships, collaboration and partnerships within and across teams.</li> </ul>

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			<ul style="list-style-type: none"> <li>Develop and maintain positive partnerships with other agencies that support client care and clearly articulate service boundaries.</li> <li>Develop and maintain strong links with other teams to ensure sharing of information, effective use of resources, integration of services and collaboration on joint-solutions where practical</li> <li>Represent RMCLHN at relevant forums</li> </ul>
6 Continuous Improvement	<p>6.1 Play a leadership role in the ongoing evaluation and continuous improvement of CHSALHN services, including an emphasis on workforce development, risk management, clinical supervision and support.</p> <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 CHSALHN 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>7 Regularly review the effectiveness of team operations and service outcomes.</p> <p>8 Contribute to the development and achievements of RMCLHN objectives by participating in the formulation of local service responses and their ongoing evaluation.</p> <p>9 Assist in the development and recording of Key Performance Indicators for Community Health departmental functions and highlight drift.</p> <p>10 Monitor Community Health Services function to identify clinical risks, emerging trends and opportunities for improvement.</p> <p>11 Work with other teams and stakeholders to design corrective action and present recommendations to the Community Health Leadership Team and other relevant management committee's.</p>
Approved by Authorised Officer	..... / /	Accepted by Incumbent	..... / /



# APPLICANT GUIDELINES

<b>Job Title</b>	Senior PROFESSIONAL	<b>Classification</b>	AHP3
<b>LHN</b>	Country Health South Australia	<b>Term</b>	term – until 5 June 2020
<b>Area</b>	Riverland Mallee Coorong Local Health Network	<b>FTE</b>	1.0 FTE

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

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

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

Key Result Area	Selection Criteria <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"> <li>▪ Outline scope and nature of previous professional practice experiences, including rural / remote experience and any specialty areas</li> <li>▪ Experience in providing advice, clinical supervision and clinical education to less experienced professional staff and students</li> <li>▪ Previous leadership experience in service development, research &amp; evaluation</li> <li>▪ Project management skills and experience</li> <li>▪ Examples of how you have applied primary health care principles to the development and reorientation of services</li> </ul> c) Examples of other skills, knowledge or experiences that demonstrate your suitability for the role, such as: <ul style="list-style-type: none"> <li>▪ Creativity, resourcefulness, flexibility, adaptability, problem solving skills</li> </ul>
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 / RMCLHN 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 team work 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) Examples of how you have contributed previously to quality improvement, evaluation and/or research of relevance to your profession and professional leadership.





## ROLE DESCRIPTION

<b>Role Title:</b>	Healthy Ageing Team Manager
<b>Classification Code:</b>	ASO6
<b>LHN/ HN/ SAAS/ DHA:</b>	<input type="checkbox"/> Barossa Hills Fleurieu Local Health Network <input type="checkbox"/> Eyre and Far North Local Health Network <input type="checkbox"/> Flinders and Upper North Local Health Network <input type="checkbox"/> Limestone Coast Local Health Network <input checked="" type="checkbox"/> Riverland Mallee Coorong Local Health Network <input type="checkbox"/> Yorke and Northern Local Health Network
<b>Hospital / Service / Cluster / RSS</b>	Riverland Mallee Coorong
<b>Division:</b>	Murray Mallee Community Health Service /Country Health Connect, Murray Bridge
<b>Department/Section / Unit/ Ward:</b>	Healthy Ageing Team
<b>Role reports to:</b>	Executive Director RMC Community & Allied Health
<b>Role Created/ Reviewed Date:</b>	2011
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> DHS Disability Services Employment Screening <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
<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 (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

As a leader of a multi-disciplinary team, the Team Leader Healthy Ageing Team will be responsible for ensuring responsive primary health care services, programs, and activities across the RMCLHN. These will be based on social justice and a social view of health, and will be developed in collaboration with communities and relevant organisations within government and other sectors.

The Team Leader Healthy Ageing Team provides leadership and direction to the multi-disciplinary team of staff within a primary health care focus.

The Team Leader Healthy Ageing Team undertakes operational management of the service including monitoring of service provision, data collection and service evaluation. The Team Leader as a member of the Community Health Leadership team will contribute to the management of Community Health Services across the RMCLHN.

The Team Leader Healthy Ageing Team will ensure that programs are evidence based and meet all relevant public health guidelines.

### Direct Reports:

▪

### Key Relationships/ Interactions:

#### Internal

- The Team Leader Healthy Ageing Team, is accountable and reports to the Community Health Manager
- As a member of the Community Health Leadership Team contributes to the management of Community Health Services across the RMCLHN
- All team members of the designated team report to the Team Leader Healthy Ageing Team.
- Works under minimal direction, in accordance with the strategic goals and priorities of SA Health, CHSA and the YNRR
- In accordance with the CHSA *Allied Health Clinical Support Framework*, supports Allied Health Professionals to access appropriate clinical supervision and support
- Supports level 2 nurses and enrolled nurses within the team to access professional and clinical support from a level 3 clinical services coordinator
- Works within a multi-disciplinary team framework, in collaboration with other health professionals, service providers and the community
- May be required to 'Act Up' into a higher position, appropriate to the skills and capacity of the incumbent

#### External

- Works closely with the SA Health Public Health Service.
- Works with Finance in both RMCLHN and SA Health and Human Resources.
- Health and wellbeing related service providers.
- Other government agencies.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Initiating planning and review processes, the development of local site and team plans with goals, priorities and implementation strategies, formulated in collaboration with staff and in consultation with the community and local agencies
- > Ensuring that a range of opportunities and mechanisms are made available for community members to participate in the planning, service development and delivery, and evaluation of services
- > Developing processes for assessment, development, implementation and evaluation of services, programs and activities in line with overall service goals and with consideration given to clients with multiple complex issues.

### Delegations:

- > The incumbent may, on occasion, be required to provide financial approval on behalf of the RMC Regional Community Health Manager
- > Human Resource Delegations-Level 6

### Resilience:

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

## **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.

## **General Requirements:**

Managers and 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 (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > 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.

## **Handling of Official Information:**

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

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

## **White Ribbon:**

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

## **Cultural Statement:**

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

### Special Conditions:

- > 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 Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > 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.

  - Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Leadership and Management</b>	<ul style="list-style-type: none"> <li>&gt; Development of a range of primary health care services, programs and activities consistent with the relevant Model of Care and which enhance the health of individuals and communities in the Mid North and address inequities in health status</li> <li>&gt; Initiating planning and review processes, the development of local site and team plans with goals, priorities and implementation strategies, formulated in collaboration with staff and in consultation with the community and local agencies</li> <li>&gt; Ensuring that a range of opportunities and mechanisms are made available for community members to participate in the planning, service development and delivery, and evaluation of services</li> <li>&gt; Developing processes for assessment, development, implementation and evaluation of services, programs and activities in line with overall service goals and with consideration given to clients with multiple complex issues.</li> <li>&gt; Advocating and representing the needs of local communities as appropriate</li> <li>&gt; Working in partnership with and providing advice to the Community Health Manager on priorities and directions from the local sites which link with RMCLHN planning</li> <li>&gt; Participating with the Community Health Manager in procedure development and implementation and in strategic planning activities</li> </ul>
<b>Team Management</b>	<ul style="list-style-type: none"> <li>▪ Establishing appropriate team priorities and practices</li> <li>▪ Monitoring an effective work environment and organisational culture consistent with stated values and philosophies</li> <li>▪ Regularly reviewing the effectiveness of team operations and service outcomes</li> <li>▪ Providing leadership and direction in team meetings and planning sessions</li> <li>▪ Ensuring effective communication systems between team members and other components of the service are established which enable a two way flow of information</li> <li>▪ Encouraging and supporting team member participation in decision making at the local and regional level</li> <li>▪ Developing and reviewing annual team budget</li> </ul>
<b>Teamwork and involvement</b>	<ul style="list-style-type: none"> <li>▪ Demonstrating respect, courtesy and care by valuing all members of the team for their unique potential and skills</li> <li>▪ Being aware of own communication style and behaviours and modifying these to achieve positive outcomes and relationships</li> <li>▪ Providing honest and sensitive feedback, whilst being receptive to and encouraging constructive critical feedback</li> <li>▪ Participating in staff communication forums</li> <li>▪ Utilise mechanisms which support positive working relationships, conflict resolution, collaboration and partnership within and across teams</li> <li>▪ Utilise mechanisms which establish positive partnerships with other agencies to support service delivery to clients and clearly articulate service boundaries.</li> </ul>

<b>Management of human, financial and physical resources of the team</b>	<ul style="list-style-type: none"> <li>&gt; Recruitment of appropriate staff mix and orientation of new staff</li> <li>&gt; Collection of activity data</li> <li>&gt; Participation in the resolution of industrial issues</li> <li>&gt; Support and training for local community members</li> <li>&gt; Implementation of appropriate administrative systems</li> <li>&gt; Generation and management of revenue through grant applications</li> <li>&gt; Ensuring the purchasing/maintenance of equipment, capital assets and accommodation allocated to community health by working within RMCLHN and SA Health policies and procedures</li> </ul>
<b>Staff development and education</b>	<ul style="list-style-type: none"> <li>&gt; Consulting with members of the team to identify staff development requirements</li> <li>&gt; Conducting regular supervision and staff performance, development and reviews according to RMCLHN performance management system</li> <li>&gt; Participating in continuing education and staff development programs</li> <li>&gt; Sharing of information with the Mid North Community Health Team</li> <li>&gt; Support members of the team to identify and pursue appropriate professional development.</li> <li>&gt; Encourage and support team member participation in decision making at the local and regional level.</li> <li>&gt; Model and promote an effective work environment and organizational culture consistent with stated values and priorities.</li> <li>&gt; Support all Community Health staff to utilise electronic data and client management systems consistently within agreed business rules.</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>&gt; Participating as a member of the Murray Mallee Community Health Leadership Team</li> <li>&gt; Contributing to the development of Murray Mallee Community Health Services planning activities</li> <li>&gt; Contributing towards Community Health Services budget planning and reviewing expenditure</li> <li>&gt; Implementing local procedures which reflect and complement regional standards and policies as well as relevant legislation and Acts</li> <li>&gt; Participating in the formulation of service aims and objectives and evaluation at the local level</li> </ul>
<b>Quality improvement</b>	<ul style="list-style-type: none"> <li>&gt; Assisting in the development and monitoring of departmental quality improvement plans, activities and programs</li> <li>&gt; Assisting in the development of and recording of Key Performance Indicators for Community Health Department functions and highlight drift</li> <li>&gt; Participation in the accreditation process</li> <li>&gt; Assisting in implementing and evaluating policies and procedures for Murray Mallee Community Health</li> <li>&gt; Participating in a staff appraisal program</li> <li>&gt; Ensuring the promotion of site and team work by regular publication</li> </ul>

<b>Corporate Compliance</b>	<ul style="list-style-type: none"> <li>&gt; Hazard identification, evaluation and record</li> <li>&gt; Consulting with health and safety representatives on matters directly affecting the health, safety and welfare of employees</li> <li>&gt; Participate in working towards a successful outcome if involved in the WorkCover process by liaising with claims management, rehabilitation, other service providers/individuals as necessary</li> <li>&gt; Ensure compliance with the requirements of the State Records Adequate Records Management Standard with regard to the management of official records created and/or received in the course of business through the use of organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</li> <li>&gt; Contribute to the effective management of the health service by ensuring personal responsibility for safe and healthy work practices, identification of risk management issues, promotion of environmental practices, implementation and promotion of safe practice and environment, equal opportunity and workplace harassment policies and procedures.</li> </ul>
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## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

> Nil

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

- Effective leadership skills including highly developed skills in communication, problem-solving, time management, conflict resolution and negotiation
- Understand and work within primary health care principles
- Analyse problems, implement effective strategies and evaluate outcomes
- Ability to manage own time effectively and efficiently
- Work without direct supervision and make decisions accordingly
- Demonstrate commitment to address conflict and bullying/harassment within the work setting to protect the wellbeing of self and others
- Demonstrated ability to work with people with a range of diverse value systems, cultural differences and special needs

#### **Experience**

##### **Demonstrated experience in:**

- Service planning, policy development and priority and objective setting
- Working within a community setting and with community members
- Leading and managing a multi-disciplinary team, including management of budgets, assets and human resources
- Managing organisational change
- Generating individual and team achievement

#### **Knowledge**

- Evaluation principles and practice
- National and state health policy directions and reform agendas
- The consequences of compound disadvantage and social health status
- Understanding of the principles outlined in the Cultural Respect Framework for Aboriginal and Torres Strait Islander Health 2004 – 2009
- Understanding of the issues affecting Aboriginal people and the impact on health outcomes
- Knowledge and a good understanding of the principles of Community Participation in Healthcare and the ability to apply these principles in planning, delivery and evaluation activities related to improving the health of people in our communities

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Relevant tertiary or post graduate qualification.

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

- >

### **Experience**

### **Knowledge**

- > Knowledge of Country Health SA key directions
- > An understanding of the particular needs of the population
- > An understanding of environmental health programs



## 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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### 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.

### Health Network/ Division/ Department:

Supporting rural and remote South Australians to be healthy, the Country Health SA Local Health Network (CHSALHN) is committed to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their carers and families. The CHSALHN is committed to enhancing the satisfaction and promoting the talent of its workforce. The CHSALHN is part of SA Health and oversees the rural public health system in South Australia. We are transforming health care and delivering health benefits so that rural and remote South Australians lead healthier lives. We provide acute health services to over 94,000 people and a further 175,000 people annually at country emergency departments. Our network incorporates 65 hospitals and 240 health services sites, and employs 7,925 people. We are accredited with the Australian Council on Healthcare Standards for four years until 2015. The CHSALHN works with the Country Health SA Local Health Network Health Advisory Council and the 39 country Health Advisory Councils to provide industry leadership and administer the rural public health system in South Australia. Health Advisory Councils are consultative bodies that advise the Minister for Health and Ageing to provide a more coordinated, strategic and integrated health care system to meet the health care needs of South Australians.

The Healthy Ageing Team sits within the Yorke and Lower North Community Health Services of the Yorke and Northern Rural Region of CHSA LHN

## Values

### SA Health Values

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

- > 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:**



## ROLE DESCRIPTION

<b>Role Title:</b>	Healthy Ageing Team Manager, Nurse/Midwife Unit Manager
<b>Classification Code:</b>	Registered Nurse/Midwife Level 3
<b>LHN/ HN/ SAAS/ DHA:</b>	<input type="checkbox"/> Barossa Hills Fleurieu Local Health Network <input type="checkbox"/> Eyre and Far North Local Health Network <input type="checkbox"/> Flinders and Upper North Local Health Network <input type="checkbox"/> Limestone Coast Local Health Network <input checked="" type="checkbox"/> Riverland Mallee Coorong Local Health Network <input type="checkbox"/> Yorke and Northern Local Health Network
<b>Hospital/ Service/ Cluster</b>	Riverland Mallee Coorong
<b>Division:</b>	Murray Mallee Community Health Service /Country Health Connect, Murray Bridge
<b>Department/Section / Unit/ Ward:</b>	Healthy Ageing Team
<b>Role reports to:</b>	Executive Director RMC Community & Allied Health Clinically accountable to the Regional Director of Nursing RMC LHN
<b>Role Created/ Reviewed Date:</b>	November 2019
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> DHS Disability Services Employment Screening <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
<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 (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Team Leader, Healthy Ageing is responsible to the RMC Regional Community Health Manager for management and leadership of a designated multidisciplinary team. This includes responsibility for the coordination of work plans, managing staff and for the day to day administration, development and maintenance of an integrated team. The Team Leader is also responsible for the equitable and efficient delivery of programs, for identifying opportunities across the service and developing or progressing the objectives of the Community Health Service in line with organisational goals and within budgetary boundaries. The Team Leader contributes to the team's service delivery to the community by participating in a range of services such as community education, health promotion and service integration activities with internal and external stakeholders.

- > The Team Leader, Healthy Ageing is responsible for the following service delivery programs:
- > Home Support Services - personal care, domestic assistance, goods and equipment, home modifications, social support (group and individual), transport – Murray Bridge, Mannum and Tailem Bend
- > Home Care Package Program – across the Mallee Coorong sub region
- > Volunteer Program
- > Day Centre – Murray Bridge and Tailem Bend
- > Aged Care Assessment Team – across Mallee and Coorong sub region
- > Tumake Yande Aboriginal Aged Care Program

Employees classified at this level use their clinical knowledge and experience to provide the pivotal coordination of patient/client care delivery in a patient/client care area within a Health Unit/Community Service. The main focus of this role is the line management, coordination and leadership of nursing/midwifery and/or multi-disciplinary team activities to achieve continuity and quality of patient/client

care and outcomes.

Employees in this role accept accountability for the outcomes of nursing/midwifery practices and/or multidisciplinary outcomes in the specific practice setting; for addressing inconsistencies between practice and policy; and for developing team performance and a positive work culture in the interest of patient/client outcomes.

#### **Direct Reports:**

- > Aged Care Assessment Team Coordinator – RN2/AHP2
- > ANUM Aged and Disability – RN2
- > Aged Care Coordinator –Packaged Care – ASO4
- > Aged Care Coordinator – Wellness and Lifestyle – ASO4

#### **Key Relationships/ Interactions:**

##### Internal

- > Reports to the ED RMC C & AH
- > Maintains close collaborative working relationship with all level 3 and 4 Nurses/Midwives
- > Works within a multi-disciplinary team framework, in collaboration with other health professionals, service providers and the community including people and culture consultants.
- > Develops strategic relationships with internal and external key stakeholders such as Riverland Mallee Coorong Ageing Task Force, the Allied Health Directorate, Disability and Ageing Directorates and Networks.
- > Works under minimal direction, with remote supervision, in accordance with the strategic goals and priorities of SA Health, RMC Regional Leadership and RMC Community Health Services.
- > Provides direct line report and maintains cooperative and productive working relationships with all members of the Healthy Ageing Team.
- > Provides direct line report and maintains develops, supports and works collaboratively with less experienced members of the Healthy Ageing Team.
- > Collaborative working relationships with the multidisciplinary team and people and culture consultants.

##### External

- > Maintains relationships with non-government organisations or other government organisations.

#### **Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Initiating planning and review processes, the development of local site and team plans with goals, priorities and implementation strategies, formulated in collaboration with staff and in consultation with the community and local agencies
- > Ensuring that a range of opportunities and mechanisms are made available for community members to participate in the planning, service development and delivery, and evaluation of services
- > Developing processes for assessment, development, implementation and evaluation of services, programs and activities in line with overall service goals and with consideration given to clients with multiple complex issues.



**Delegations:**

- > Level 6- RMCLHN HR and Finance delegations
- > The incumbent may, on occasion, be required to provide financial approval on behalf of the RMC Regional Community Health Manager.

**Resilience:**

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

**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.

**General Requirements:**

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

Managers and 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's Protection Act 1993* (Cth) – '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
- > SA Health / RMCLHN policies, procedures and standards.

### Handling of Official Information:

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

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### White Ribbon:

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

### Cultural Statement:

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

### Special Conditions:

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

- > Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014 specific to the role.
- > 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 Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI)
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > 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.
- > The incumbent may be required to undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, RMCLHN will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does *not* apply to existing RMCLHN employees with continuous employment with RMCLHN which commenced prior to 1 October 2016.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Integrate contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level. e.g. Expert Clinical knowledge underpins and informs their ability to support and lead clinical services and management activities that contribute to improve and optimise nursing/midwifery care.</li> <li>&gt; Provide the pivotal leadership and co-ordination of patient/client care delivery in a defined ward/unit/service/program to achieve continuity and quality of patient/client care and outcomes and efficient patient/client flow.</li> </ul>
Support of health service systems	<ul style="list-style-type: none"> <li>&gt; Use available information systems: to inform decision making, to implement and co-ordinate processes for quality improvement, to monitor and analyse incidents and accidents, to ensure quality and safety is not compromised, to evaluate outcomes and convey information to staff.</li> <li>&gt; Contribute to the development of, implementation of, and monitoring of corporate policies and processes and lead in their area of expertise.</li> <li>&gt; Management of resources with due diligence.</li> <li>&gt; Implement and co-ordinate within span of control, processes for quality improvement and continuity within corporate risk management and nursing/midwifery professional practice frameworks.</li> <li>&gt; Identifying hazards, assessing risks and implementing, monitoring and maintaining hazard control measures.</li> <li>&gt; Maintain productive working relationships and manage conflict resolution.</li> <li>&gt; Implement local processes to operationalise the corporate risk management framework including investigating complaints, incidents and accidents.</li> <li>&gt; Change local processes and practices in accordance with emerging service needs, care evaluation results, identified imminent systems problems, and coordination of local activities with corporate systems.</li> <li>&gt; Undertake and/or oversee, within their span of control, some or all local resource management within the corporate administrative framework. Including some or all of the following within their defined ward/unit/value stream or program: recruitment, staffing, leave management. rostering, work allocation and attendance management. financial and supplies planning and monitoring.</li> <li>&gt; Recruitment of appropriate staff mix and orientation of new staff</li> <li>&gt; Collection of activity data</li> <li>&gt; Participation in the resolution of industrial issues</li> <li>&gt; Support and training for local community members</li> <li>&gt; Implementation of appropriate administrative systems</li> <li>&gt; Generation and management of revenue through grant applications</li> <li>&gt; Ensuring the purchasing/maintenance of equipment, capital assets and accommodation allocated to community health by working within RMCLHN and SA Health policies and procedures</li> <li>&gt; Consulting with members of the team to identify staff development requirements</li> <li>&gt; Conducting regular supervision and staff performance, development and reviews according to RMCLHN performance management system</li> <li>&gt; Participating in continuing education and staff development programs</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Sharing of information with the Murray Mallee Community Health Team</li> <li>&gt; Support members of the team to identify and pursue appropriate professional development.</li> <li>&gt; Encourage and support team member participation in decision making at the local and regional level.</li> <li>&gt; Model and promote an effective work environment and organizational culture consistent with stated values and priorities.</li> <li>&gt; Support all Community Health staff to utilise electronic data and client management systems consistently within agreed business rules.</li> <li>&gt;</li> </ul>
Education	<ul style="list-style-type: none"> <li>&gt; Hold a contemporary professional practice portfolio containing evidence of postgraduate qualifications, learning and practice experience that underpin a demonstrable application of knowledge and skills commensurate with the level and type of practice expected of the role.</li> <li>&gt; Ensure mechanisms are in place to support ongoing education where work and learning are integrated.</li> <li>&gt; Develop and maintain a learning environment, taking a coaching approach to team development, individual capability development and performance development.</li> </ul>
Research	<ul style="list-style-type: none"> <li>&gt; Contribute specific expertise to monitor and evaluate research activities in order to improve nursing or midwifery practice and service delivery.</li> <li>&gt; Establishing, implementing and evaluating systems, which ensure best practice/evidence and patient/client outcomes.</li> <li>&gt; Applies evidenced based recommendations to improve practice and service function.</li> <li>&gt; Uses metrics and research outcomes to identify the need for future evaluation or research action in order to improve practice and service delivery.</li> </ul>
Professional leadership	<ul style="list-style-type: none"> <li>&gt; Provides leadership and direction, acts as a role model, mentor, consultant and resource person.</li> <li>&gt; Lead the Nursing/Midwifery team within the professional practice framework established by the Director of Nursing/Midwifery, and where appropriate, lead a multi-disciplinary team.</li> <li>&gt; Leads changes to models of care.</li> <li>&gt; Participate in workgroups/programs for patient/client outcomes that extend beyond the unit/service/workplace.</li> <li>&gt; Development of a range of primary health care services, programs and activities consistent with the Country Health SA Model of Care and which enhance the health of individuals and communities in the RMCLHN and address inequities in health status</li> <li>&gt; Initiating planning and review processes, the development of local site and team plans with goals, priorities and implementation strategies, formulated in collaboration with staff and in consultation with the community and local agencies</li> <li>&gt; Ensuring that a range of opportunities and mechanisms are made available for community members to participate in the planning, service development and delivery, and evaluation of services</li> <li>&gt; Developing processes for assessment, development, implementation and evaluation of services, programs and activities in line with overall service goals and with consideration given to clients with multiple complex issues.</li> <li>&gt; Advocating and representing the needs of local communities as appropriate</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Working in partnership with and providing advice to the Community Health Manager on priorities and directions from the local sites which link with RMCLHN planning</li> <li>&gt; Participating with the Community Health Manager in procedure development and implementation and in strategic planning activities</li> <li>&gt; Establishing appropriate team priorities and practices</li> <li>&gt; Monitoring an effective work environment and organisational culture consistent with stated values and philosophies</li> <li>&gt; Regularly reviewing the effectiveness of team operations and service outcomes</li> <li>&gt; Providing leadership and direction in team meetings and planning sessions</li> <li>&gt; Ensuring effective communication systems between team members and other components of the service are established which enable a two way flow of information</li> <li>&gt; Encouraging and supporting team member participation in decision making at the local and regional level</li> <li>&gt; Developing and reviewing annual team budget</li> </ul>
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## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Registered or eligible for registration as a Nurse/Midwife 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:**

- > Effective leadership skills including highly developed skills in communication, problem solving, conflict resolution and negotiation skills.
- > Ability to work effectively within a multidisciplinary team.
- > Ability to review and improve models of care to be person and family centred.
- > Demonstrated ability to foster a workplace environment that develops staff potential.
- > Proven ability for flexibility, innovation and creativity with in the whole of service setting.
- > Demonstrated ability in leading and promoting consumer engagement initiatives
- > Demonstrated ability in the leadership and facilitation of change management.

#### **Experience**

- > Registered Nurse and or Midwife with at least 3 years post registration experience.
- > Demonstrated competence in the relevant area of nursing and/or midwifery practice in accordance with the relevant standards
- > Experience in management and leadership roles
- > Experience in the supervision of students, enrolled nurses and less experienced registered nurses and or midwives.

#### **Knowledge**

- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards
- > Knowledge of Australian National Safety and Quality and Safety Health Service Standards
- > Knowledge of contemporary professional nursing and or midwifery and health care issues.

### **DESIRABLE CHARACTERISTICS**

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

- > Where applicable, qualifications relevant to practice setting.
- > 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.

#### **Experience**

- > Experience in the financial, asset and human resources management of a ward/unit/service.
- > Experience in facilitating nursing or midwifery related research and applying findings to the area of practice.



- > Experience in organisational strategic planning.

## **Knowledge**

- > Knowledge of RMCLHN key directions
- > An understanding of the particular needs of the population
- > Knowledge of the South Australian Public Health System.

## 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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### 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.

### Health Network/ Division/ Department:

## Values

### SA Health Values

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

- > 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:**