



## ROLE DESCRIPTION

<b>Role Title:</b>	ePCR Deployment Manager
<b>Classification Code:</b>	ASO8
<b>LHN/ HN/ SAAS/ DHW:</b>	SA Ambulance Service (SAAS)
<b>Hospital/ Service/ Cluster:</b>	SAAS
<b>Division:</b>	Corporate Services
<b>Department/Section / Unit/ Ward:</b>	ePCR Project
<b>Role reports to:</b>	ePCR Program Manager
<b>Role Created/ Reviewed Date:</b>	
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</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:

SA Ambulance Service (SAAS) is currently the only ambulance service in Australia without an electronic Patient Care Record (ePCR) system. SAAS responders record patient care details on hard copy paper case cards and administrative staff then manually enter part of this information into the SAAS billing system. SAAS has embarked on a transformational project to design, build and implement an electronic Patient Care Record (ePCR) Solution that directly or indirectly impacts nearly all business groups across the service.

The ePCR Deployment Manager will take the lead role in organising and coordinating deployment activities and cutover to the new system with all affected teams across the state to ensure minimal disruption to core processes and maintaining the provision of the SA Ambulance Service's emergency response capabilities.

As a member of the ePCR Project Team and the leader of the ePCR Deployment Team, the ePCR Deployment Manager will be responsible for:

- > Building relationships with a wide range of managers and stakeholders to plan, coordinate and deployment activities across the State, in both localised teams as well as State-wide support groups.
- > Working with a diverse team to develop engineering and process solutions to unique challenges in a dynamic environment, troubleshooting and problem solving in a fast-paced environment applying 'out of the box' thinking.
- > Supporting managers, teams and user in locations spread across the state through cutover and implementation of a new system and processes.

**Direct Reports:**

- > ePCR Cutover Support Officers (ASO5) x 2
- > ePCR Radio Installation Technician (TGO2)
- > ePCR Fleet Supervisor (TGO2)

**Key Relationships/ Interactions:**

Internal

- This position directly reports to ePCR Program Manager for all functional, organisational, performance and HR matters.
- As the leader of a multidisciplinary team, and a member of the broader ePCR Project Team, maintains productive working relationships with colleagues and peers.
- Works collaboratively with the ePCR Leadership Team on a daily basis to coordinate activities and achieve Project goals.
- Leads the ePCR Deployment Team to provide a positive, productive and collaborative working environment to support the delivery of outcomes and efficient identification of solutions.
- Coordinates closely with managers within SAAS, Digital Health SA (DHSA) and other teams within the ePCR Project to plan, coordinate and execute deployment activities and schedule resources.
- Provides reporting and updates as required to the ePCR Management Committee, ePCR Program Board and working groups established to support design and management of deployment activities.

External

- Works closely with the external suppliers of the ePCR Solution, ePCR Devices, other external suppliers of products and services on a regular basis to coordinate activities, deliveries of products and services, and monitor progress.
- Coordinates travel, accommodation and resource bookings with external suppliers to support deployment activities.
- Liaises with Local Health Networks to coordinate and support deployment and cut-over activities.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > High level planning, coordination and management of Project activities in a challenging, fast paced environment across a geographically spread area to deliver meaningful and effective outcomes.
- > Building strong working relationships with managers and site leaders using highly developed interpersonal skills to coordinate deployment activities with minimal interruption to a 24/7 emergency service.
- > Fostering a collaborative team environment to support the collective identification of unique solutions to complex challenges.

**Delegations:**

Level 3 HR Delegations as defined in *SPDF-001 Human Resources Delegations and Authorisations*.

Level 5 financial delegations as defined by *SPDF-004 Instrument of Financial Delegation*.

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
Organisational/Operational support and advice to ePCR Project	<ul style="list-style-type: none"> <li>&gt; Report to the ePCR Program Manager on matters relating to Deployment activities and management of cut-over of sites.</li> <li>&gt; Represent the ePCR Program Manager at various meetings and project groups as required.</li> <li>&gt; Draft correspondence and briefings on behalf of the ePCR Program Manager as required.</li> <li>&gt; Actively participate and contribute to the ePCR Leadership Team.</li> <li>&gt; Provide support for the planning and delivery of ePCR Project.</li> <li>&gt; Ensure discretion, tact, diplomacy, and a high level of confidentiality is demonstrated.</li> <li>&gt; Engage with other teams within the ePCR Project to effectively manage change impacts and required communications and coordination of resources.</li> <li>&gt; Travel as required to locations and sites across the state to support and manage deployment activities.</li> </ul>
Fleet Modifications and Installations	<ul style="list-style-type: none"> <li>&gt; Oversee and support the development of the vehicle installation design for each fleet vehicle type designated to require ePCR Device infrastructure, coordinating input from all required stakeholders.</li> <li>&gt; Ensure required engineer's certification and work health and safety approvals are obtained for each vehicle installation design.</li> <li>&gt; Manage the procurement of consumables, brackets, hardware and other physical resources needed to facilitate vehicle installations.</li> <li>&gt; Plan and schedule design and installation activities with ePCR Fleet Supervisor, SAAS Fleet Services, Operational Managers, Site Leaders and other relevant stakeholders.</li> <li>&gt; Manage travel and accommodation bookings for regional tours conducted by the Fleet Supervisor and Fleet Installer.</li> <li>&gt; Update and maintain asset registers and records to capture vehicle installation activities, and reference such records with SAAS Fleet Services to ensure a common and accurate service wide record is upheld.</li> </ul>

**OFFICIAL**

<b>Key Result Areas</b>	<b>Major Responsibilities</b>
Device Provisioning	<ul style="list-style-type: none"> <li>&gt; Collaborate with ePCR Solution Supplier, ePCR Device Supplier, DHSA and other relevant stakeholders to coordinate the development of the digital image for ePCR Devices.</li> <li>&gt; Manage the procurement, receipting, storage and transport of ePCR Devices throughout the life of the Project.</li> <li>&gt; Schedule and plan imaging, provisioning and testing activities for ePCR Devices by the ePCR Radio Installation Technician with relevant stakeholders.</li> <li>&gt; Maintain asset registers and establish processes for tracking and monitoring device stocks at storage locations, device movements and dispatch, and device allocations.</li> <li>&gt; Design appropriate ongoing Device support and management models and approaches with SAAS Technical Services, DHSA, ePCR Device Supplier and other stakeholders.</li> <li>&gt; Support the ePCR Technical Team in the development and implementation of Handover to Support Plans relating to ePCR Device Support.</li> </ul>
Cut-over Management	<ul style="list-style-type: none"> <li>&gt; Support the ePCR Program Manager in the development of the State-wide deployment schedule for the ePCR Solution.</li> <li>&gt; Liaise with other teams within the ePCR Project, Operational and Site Managers, and Support Groups to plan and schedule cutover activities.</li> <li>&gt; Manage cut-over activities including the provision of intensive support during cutover, monitor cut-over progress and allocate resources as required.</li> <li>&gt; Ensure required training, support materials and preparations are complete prior to cut-over.</li> <li>&gt; Work collaboratively to resolve issues that arise during cut-over and communicate all relevant matters with the ePCR Program Manager and other ePCR Team Leaders.</li> </ul>

**OFFICIAL**

<b>Key Result Areas</b>	<b>Major Responsibilities</b>
Leadership & Management	<ul style="list-style-type: none"> <li>&gt; Line Manage, lead, direct, guide and support the ePCR Deployment Team.</li> <li>&gt; Lead, model and encourage a culture of cross-team and cross-department collaboration.</li> <li>&gt; Effectively communicate the vision, objectives and relevant information to team members and encourage and model a team approach to work, problem solving and the attainment and maintenance of a work ethos that focuses on the achievement of high-quality outcomes.</li> <li>&gt; Facilitate team meetings of the ePCR Deployment Team and relevant or associated working groups established to support deployment activities.</li> <li>&gt; Plan and prioritise workloads and provide guidance and direction to the ePCR Deployment team and develop, manage and evaluate resource plans and ensure activities are delivered in accordance with agreed Project schedules and work practices.</li> <li>&gt; Manage, monitor and ensure registers and information systems are maintained, lessons learned are documented and findings are incorporated into practice improvements and strategic plans to address issues and risks.</li> <li>&gt; Lead, develop and foster a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety, and welfare of employees, acknowledges differences, and encourages creativity and innovation.</li> </ul>
Working Relationships	<ul style="list-style-type: none"> <li>&gt; Develop and foster strong working relationships with SAAS managers and team leaders to facilitate planning and coordination of deployment and cut-over activities.</li> <li>&gt; Maintain positive, productive and supportive working relationships with ePCR Deployment Team members, counterparts in other ePCR workgroups, internal and external stakeholders.</li> <li>&gt; Establish effective relationships with the Department of Health, Digital Health SA, Local Health Network (LHN) representatives and other external stakeholders.</li> <li>&gt; Represent ePCR Deployment team at various forums to assist with the development of strategies for SAAS.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Nil

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

- > Demonstrate ability to dynamically adapt to changing demands and priorities, identifying solutions, re-developing plans and re-allocating resources in an efficient manner and timeframe through the gathering of relevant information and consultation with appropriate stakeholders.
- > Ability to effectively engage with a broad group of stakeholders and build positive working relationships that enable efficient resolution of conflicts and effective coordination of activities and resources to obtain a shared goal.

#### **Experience:**

- > Experience deploying new equipment, practices, processes or significant change in a State-wide emergency service or similar organisation responsible for the provision of a 24/7 service across geographically spread locations
- > Experience coordinating multiple activities and resources simultaneously in a faced paced environment.
- > Experience managing a team of mobile staff working in geographically spread locations, prioritising activities, resolving conflicts within a team and ensuring a safe and respectful work environment.

#### **Knowledge:**

- > Knowledge of Project Management Practices and Principles, Resource Management Approaches and Scheduling Techniques.

## **DESIRABLE CHARACTERISTICS**

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

- > Tertiary qualification in Project Management or an equivalent related field or discipline

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

- > Ability to learn and understand complex systems or processes.

### **Experience:**

- > Experience delivering a complex program of work to a large group of users and stakeholders.
- > Experience in managing budgets or other financial resource allocations.

### **Knowledge:**

- > Knowledge of Digital Health SA Organisational Structure and support processes.
- > In depth knowledge of SA Ambulance Service Organisational Structure, Organisation culture, operational practices and support processes.

**Special Conditions:**

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > 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.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act 2016*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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 is required to hold a driver's license that does not legally restrict their ability to drive a SA Government fleet vehicle or operational ambulance. This must be a South Australian licence, if resident in South Australia (or be in the process of transferring an interstate or international licence to a full South Australian licence within published timeframes).
- > The incumbent may be required to undertake interstate or intrastate travel with overnight accommodation at any given time and as directed.

**General Requirements:**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
  - > *Officer WHS Duties: As an WHS defined Officer you must exercise due diligence as per the Work Health and Safety Act 2012 (SA).*
  - > *As a WHS defined Officer for SA Health, exercise due diligence to ensure SA Health compliance with Section 27 of the Work Health and Safety Act 2012 (SA), and take reasonably practicable steps to support health and safety culture, accountability, the allocation of resources and ensure compliance with legislative requirements.*
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive (Aug 2017)*.
- > 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)*.



## OFFICIAL

- > *Information Privacy Principles Instruction.*
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009, Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual.*
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

### **Performance Development:**

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

### **Handling of Official Information:**

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

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

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

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

### **White Ribbon:**

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

### **Resilience:**

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

## 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.

### SA Ambulance Service:

#### SA AMBULANCE SERVICE VISION

An innovative, patient focussed, technology enabled, evidence driven, emergency response and health care ambulance service; achieved by exceptional people.

#### PURPOSE

To ensure South Australia thrives by enabling access to emergency and non-emergency ambulance health care and alternative patient pathways while contributing to our State's emergency preparedness and health response capability.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect patient focused, integrity and honesty, community collaboration, teamwork, respect and courtesy, change ready and authentic leadership. These values drive how we conduct our business and how we behave. We aim to uphold our values every day and recruit to those values. We will ensure we have a culture that is **Respectful, Inclusive, Supportive and Equitable (RISE)**.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

**Division/ Department:**

SAAS has embarked on a transformation project to deploy a purpose-built electronic Patient Care Record (ePCR) Solution across all ambulance services State-wide. The ePCR Project Team will comprise of motivated members who each bring specialist skills from their respective backgrounds to a collaborative goal focussed work environment. The Project Team will work closely with key stakeholders including SAAS, Digital Health SA, Local Health Networks, External Suppliers and other Government Bodies to ensure the design, build and deployment of the ePCR Solution meets the needs of end users and delivers high quality outcomes to benefit the provision of healthcare in South Australia.

**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.

**SA Ambulance Service Values**

**OUR EXCEPTIONAL PEOPLE | VALUES**

<b>PATIENT FOCUSED</b> We will put our patients and the safe and quality care we provide them first, in everything we do.	<b>TEAMWORK</b> We will work across SAAS, our health system, our partners, stakeholders and the community to achieve our goals.
<b>INTEGRITY AND HONESTY</b> We accept and uphold the standards and expectations of our organisation and communities.	<b>RESPECT AND COURTESY</b> We will always be respectful and courteous toward our patients, each other, and all those we work with.
<b>COMMUNITY COLLABORATION</b> We value our role in the community, and we value the communities we serve.	<b>CHANGE READY</b> We know our communities' needs will evolve and we must adapt to meet them.
	<b>AUTHENTIC LEADERSHIP</b> We will support leadership development for our people at every level.

**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 sector 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.

## OFFICIAL

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

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

## 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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V8	12/02/2020	07/01/2021	Updated the Paramedic Registration clause in the essential minimum requirements
V9	07/01/2021	02/02/2021	Added integrity statement within the Code of Ethics
V10	02/02/2021	14/03/2024	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements
V11	14/03/2024	Current	Updated template with WHS requirements, SAAS Values, Vision and Purpose