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SA Health Job Pack

Job Title	Strategic Operations Manager
Job Number	667012
Applications Closing Date	24 August 2018
Region / Division	Northern Adelaide Local Health Network
Health Service	Lyell McEwin Hospital
Location	Elizabeth Vale
Classification	ASO8
Job Status	Ongoing Full-Time
Indicative Total Remuneration*	$122,013 - $126,732 p.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:

☒ Child Related Employment Screening - **DCSI**

☒ 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 - see Career Information, or by referring to the nominated contact person below.

Contact Details

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Government of South Australia
SA Health

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -
- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to http://www.sahealthcareers.com.au/information/ for further information regarding
- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

ROLE DESCRIPTION

Role Title:	Strategic Operations Manager
Classification Code:	ASO8
LHN/ HN/ SAAS/ DHA:	NALHN
Hospital/ Service/ Cluster	
Division:	Allied Health Corporate and Outpatient Services
Department/Section / Unit/ Ward:	PIAS
Role reports to:	Manager, Corporate Services
Role Created/ Reviewed Date:	
Criminal History Clearance Requirements:	☐ Aged (NPC) ☒ Child- Prescribed (DCSI) ☒ Vulnerable (NPC) ☐ General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

The Strategic Operational Manager, Patient Information Administration Services (PIAS) is responsible to the Manager Corporate Services, Division of Allied Health, Corporate and Outpatient Services (AHCOPS) NALHN for the strategic leadership of health information management and associated clinical administrative services across NALHN, incorporating service development, human resource management and performance of PIAS staff across NALHN.

The Strategic Operational Manager PIAS has full accountability for all aspects of the network's health information management and clinical administrative service provision. This incorporates responsibility for a policy and procedure framework for health information, human resource and budget management, strategic development, and quality and customer service principles for PIAS performance.

The work requires very high levels of discipline knowledge, expertise and experience to determine goals and priorities within the framework of the corporate objectives of the Northern Adelaide Local Health Network.

The role operates under broad direction and provides leadership in the interpretation of policy directives and in development of policies and procedures to facilitate implementation within the network. The role leads and manages the high-level service development of clinical frontline administration and associated support functions across NALHN and is responsible for the effective and efficient operation of PIAS support services and programs.

Direct Reports:

> Health Administration Advisor (HAA)
> Specialist Administrative Practice Managers (SAPM)
> Administration Managers (AM)
> Team Leaders (TL)

Key Relationships/ Interactions:

Internal

> Divisional Directors, NALHN
> Finance Business Services, NALHN
> Information Communications & Technology (ICT)
> Unit Heads and Unit Managers

Committees
> Chair, Adequate Records Management (ARMC)
> Chair, PIAS Managers Forum

Challenges associated with Role:

Major challenges currently associated with the role include:

> Leadership and management of the clinical administrative workforce in the use and application of clinical systems that support timely, accurate and confidential processing of the networks health information (clinical records);
> The provision of patient centred services based on customer service and compassionate care principles;
> Compassionate strategic management of a diverse cohort of clinical administrative staff within a culture that empowers and promotes innovation, performance and respect;

Delegations:

> Financial authority to incur expenditure – Level 6
> Human Resource Delegations – Group D

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Responsible for the strategic planning and delivery of the networks health information management and associated clinical administrative services by:-	> Providing advice to executive based on high level knowledge and expertise with strategic management of information and systems within the network; > Leading and developing strategic directions for local management in the delivery of health information management services; > Development and implementation of new and existing policies and procedures that govern the network's clinical and corporate records management; > Implementing broad policy directives and other legislative requirements and adopting a risk management approach in the enactment of systems to support these across the network; > Ensuring that administrative practices optimally integrate with patient administration systems (PAS) and ancillary clinical information systems; > Delivering health information services that are relevant to the needs of the network and consistent with the national and state medical record and clinical coding standards.
Responsible for the strategic and operational leadership of an effective and efficient NALHN wide Clinical Administrative services and support	> Managing operational standards and objectives for clinical administrative services to ensure consistent, high quality delivery of care > Ensuring the activities of clinical administrative are performance managed and compliant with all SA Health and NALHN objectives, policies and directives

functions by:	> Ensuring all outcomes and deliverables for patient / clinically based administrative services meet organisational objectives; > Oversight of all PIAS human resource, recruitment and performance functions incorporating oversight of rostering, staff allocations and flow of tasks; > Preparing and/or contributing to relevant documentation including briefings, policy documents, and discussion papers for the NALHN and/or SA Health > Providing strategic leadership regarding the development and delivery of data / information systems to support reporting of service activity, benchmarking and key performance data at local, state and national levels > Leading service initiatives critical to NALHN such as the development of new service initiatives and overseeing key data information systems etc. > Ensuring that PIAS operational functions implemented across NALHN are consistent, efficient and effective to ensure service specific objectives are achieved; > Management of Industrial and Human Resources incorporating conflict management and resolution and dealing with third parties (such as unions and other professional bodies); > Oversee and develop a culture that promotes learning, continuous improvement and compassionate leadership amongst clinical administrative services;
Provides expert strategic advice/management to Clinical Administrative Service Managers across the Northern Adelaide Health Network to achieve agreed network strategic and operational plans by;	> Ensuring strategic and operational plans for PIAS meet the objectives of AHCOPS and the network. > Leading administrative organisational change management processes or service initiatives across NALHN; > Oversee the development and implementation of practise and a procedure framework that supports optimal clinical administrative services practices that support clinical patient registration integrity;
Strategic leadership of the management of financial and quality programmes for clinical clerical services (PIAS) and functions by:	> Ensure effective and efficient use of resources through the implementation of sound financial/resources management practice. > Develop and monitor activity labour matrices that describe the provision of front line clinical administrative services; > Establish and manage the budget allocation in collaboration with the Financial Business Advisor; > Provide support in the development of corporate benefit realisation initiatives as they relate to clinical administration services;
Contribute to the promotion and implementation of the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Work Health and Safety by adhering to the provisions of relevant legislative requirements such as:	> Delegations of Authority > Disability Discrimination Act > Privacy Act 1988 > State Records Act 1997 > Freedom of Information Act > SA Information Privacy Principles > Code of Ethics for the South Australian Pubic Sector > Code of Fair Information Practice > Work Health and Safety (WHS) Act 2012 > Workers Rehabilitation and Compensation Act > Equal Opportunity Act > SA Health Care Act 2008
Ensure a safe working environment at all times by:	> Maintaining effective work practices. > Adopting procedures and practices which comply with the WHS Act. > Making proper use of all safeguards, safety devices and personal

	protective equipment (as required in undertaking the duties of the position).
	> Taking reasonable care to protect the health and safety of self and others.
	> Attending mandatory safety training programs.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

> NA

Personal Abilities/Aptitudes/Skills:

> Demonstrated ability to manage, develop and apply systems solutions to work flow, practice and applications;
> Demonstrated ability to think strategically, analyse and conceptualise problems and to formulate and execute appropriate solutions, be innovative and resourceful and complete tasks, projects in a timely manner;
> An ability to deliver and sustain an education and induction program to a discreet cohort of staff;
> Demonstrated high level leadership ability with a strong ability to influence culture, motivate and inspire others to work together as a team to achieve objectives;
> Demonstrated ability to lead and manage change and influence others in responding to change;
> High level ability to manage performance by communicating and negotiating successful outcomes at all levels in a timely and prioritised manner;
> Proven ability to resolve conflicts and conduct difficult negotiations;
> Demonstrated ability to communicate to a wide range of audiences on sensitive and complex issues, both verbally and in writing;
> Demonstrated ability to develop a planning and reporting framework for the ongoing operation of a business unit (s);
> Demonstrated ability to work with people from diverse cultural backgrounds with specific reference to Aboriginal and Torres Strait Islanders.
> An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the Work Health and Safety Act 2012 (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards

Experience

> Experience in patient information services and administrative and clerical services or related fields at a senior level incorporating the integration of working practices with computerised information systems.
> Demonstrated senior level experience in providing high level and strategic leadership in the delivery of business, human resources and systems support services.
> Extensive experience in leading and managing significant human, financial and material resources for a complex organisation, resulting in an increase of the efficacy and accountability of the organisation and/or services.
> Demonstrated high-level experience in policy, strategic planning and program development at a senior level including the preparation of reports, policies and plans for complex organisational issues.

Knowledge

Knowledge of government policies and procedures, and their application in health and specifically NALHN operation;
> Comprehensive knowledge of emerging directions within health services and the political and socio-economic sensitivities that impact on the planning, development, funding, delivery and management of health services;

> Demonstrated knowledge of the principles of health information management in the delivery of patient administration services;
> Extensive knowledge of quality management principles incorporating the Australian National Safety & Quality Health Service Standards.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

> Tertiary qualification in health information management or business related disciplines.

Personal Abilities/Aptitudes/Skills:

> Demonstrated ability to work with systems, databases and the alignment of business processes.

Experience

> Experience in the analysis, interpretation and application of health information data, cost centres and financial reports;
> Experience in the review, development, implementation and ensuring ongoing staff compliance of policies, procedures, guidelines and operational arrangements;
> Experience in the conduct of research and evaluation of projects, including customer service evaluations.

Knowledge

> Demonstrated knowledge of financial management principles, standards and practices and the South Australian Casemix model.

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 Criminal and Relevant History Screening.
> *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
> Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
> 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.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:
> *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
> *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
> *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.*
> *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
> *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
> *Disability Discrimination.*
> *Independent Commissioner Against Corruption Act 2012* (SA)
> *Information Privacy Principles Instruction*
> *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
> *Relevant Australian Standards.*
> *Duty to maintain confidentiality.*
> *Smoke Free Workplace.*
> *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
> *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

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

Performance Development

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

Handling of Official Information:

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

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

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

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

White Ribbon:

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

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, the Minister for Ageing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Ageing is an administrative unit under the Public Sector Act 2009.

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

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

The Division of Allied Health, Corporate and Outpatients (AHCOPS) provide high quality integrated services across the network that are patient centred, evidence based and responsive to our clients, customers and broader community's needs.

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 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
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17		Minor formatting with order of information amended.