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SA Health Job Pack

Job Title	Director, eHealth Project Services
Job Number	683441
Applications Closing Date	Wednesday, 2 January 2019 (C.O.B.)
Region / Division	Department for Health and Wellbeing
Health Service	eHealth Portfolio & Strategy
Location	Adelaide CBD
Classification	SAES-Level1
Job Status	Full Time / Term Contract (up to 6 months with possible extension)

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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Email address	yvonne.deally@sa.gov.au

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 Title:	Director, eHealth Project Services
Classification Code:	SAES1
LHN/HN/SAAS/DHA:	Department for Health and Wellbeing
Division:	eHealth Systems
Directorate:	eHealth Portfolio & Strategy
Role reports to:	Director, eHealth Portfolio and Strategy
Role Created/ Reviewed Date:	November 2018

ROLE CONTEXT

Primary Objective(s) of role:

The Director, eHealth Project Services is responsible for:

- > Ensuring the projects within the eHealth Portfolio and new initiatives align to the ICT Strategy and Enterprise Architecture which are developed and maintained as an integral component of the role.
- > Ensuring Project Managers for the individual Projects engage the most appropriate capabilities and skills mix that will be required to deliver their respective Projects.
- > Overall integrity and coherence of the Portfolio of eHealth Projects.
- > Ensuring that all aspects of the Portfolio are effectively coordinated including the provision of leadership and management with the internal service providers and 3rd party vendors.
- > Reporting eHealth Portfolio progress to the eHealth Systems Steering Committee, Risk Management and Audit Committee, and any other pertinent committees and sub-committees.
- > Attend and contribute to the Project Boards of the significant project.
- > Direction and oversight of the eHealth Program Management Office (ePMO) and the in-flight projects.
- > Contribution of high level and expert advice in system wide strategic projects for the SA Health system.
- > Driving, developing and maintaining excellent working relationships and continuing positive interaction with critical stakeholders across SA Health to ensure alignment of the Portfolio outcomes to SA Health and Government reform.

Direct Reports:

- > Senior Manager, eHealth ePMO
- > Project Managers for various initiatives as approved by the eHealth Steering Committee (7 as at November 2018)

Key Relationships/ Interactions:

Internal

- > The Director will have close working relationships with key staff within the Department for Health and Wellbeing and the Local Health Networks to ensure the eHealth Portfolio meets the expectations of the Department and the Local Health Networks
- > The role provides executive level influence and leadership for the execution of the integrated eHealth Projects. e.g. strong relationships with Project Board chair persons.

External

- > The position requires close working relationships with internal procurement executives and 3rd party vendors that are used by SA Health to deliver key projects.
- > The position will require a close working relationship with executives within the Department of Treasury and Finance responsible for oversight of the eHealth portfolio's capital expenditure budget.

Challenges associated with Role:

The SA Health Project Portfolio incorporates clinical and business system investments that will use information technology to support clinical and business practice innovation. Therefore embedding an ethos of innovation and strong staff engagement throughout the portfolio and each project is critical.

Delegations:

- > **Staff supervised:** 8 Direct, 20 Indirect

- > **Delegations:**
 - HR Delegation Level 3
 - Procurement Delegation Level 2
 - Financial Delegation Level 2

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:

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.

Special Conditions:

- > The incumbent will be required to work out of hours and some intra/interstate may be required.
- > Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to 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 subject to relevant provisions of the Executive Contract.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Strategic Management	<ul style="list-style-type: none"> > Direct the completion of the projects within the eHealth Portfolio as well as identified new initiatives and high level system wide priorities in line with the critical deliverables and objectives of the Local Health Networks and the Department. > Provide significant project expertise to identify and address risks and issues that may impact on the delivery of identified benefits, including managing the establishment and maintenance of a consistent and effective risk and issues management processes. > Provide regular strategic reporting to the eHealth Director Portfolio and Strategy and the Executive Director eHealth Systems which ensure that all clinical and business critical activities are communicated. This will include but not limited to: <ul style="list-style-type: none"> - Major risks and issues against Portfolio objectives - Budget against approved Projects - Project changes and or impacts to service delivery - Status of Projects delivery including actual performance achieved against Board approved schedules - Performance of staffing numbers against approved master staff establishment > Ensure relevant legal and policy implications are identified and managed to align and achieve the Portfolio benefits, including seeking legal advice where necessary. > Ensure the achievement of benefit profiles and the benefits realisation plans enable the health system to properly deliver and track all Project related benefits. > Enable the Portfolio to identify and manage its interdependencies. . > Portfolio External Dependency Management: <ul style="list-style-type: none"> - Identify and manage the portfolio external dependencies - Resource management - this may require negotiation across SA health to ensure the availability of subject matter experts required from across the enterprise and the prioritisation of the placement of the resources where there is a shortage of a required skill set. > Lead high level and complex negotiations with relevant stakeholders to ensure appropriate portfolio-wide risk management and mitigation processes are established and implemented.
Program Management	<ul style="list-style-type: none"> > Enable effective program and project delivery frameworks that can support quality assurance activities for the eHealth Portfolio including the initiation of business assurance reviews to ensure capabilities are being embedded, established and elevated > Ensure senior roles within Projects are staffed with the right levels of experience and skill sets. > Forewarn and resolve significant risks and issues that may alter the time, cost, schedule, commercial, people, and benefits dimensions of the Projects, in order to maintain the integrity of the Portfolio. > Ensure project benefits analysis is undertaken and timely reports with insightful recommendations are provided to project boards and senior business managers. > Utilise current expert financial skills to oversee and predict the capital and recurrent position of the project, including the ability to predict and report trends and events that may have a positive or negative impact on all financial and commercial aspects of the approved Project baselines. > Ensure the approved Project budgets are managed in accordance with

	the agreed internal governance process which includes the comprehensive monitoring of expenditure and cost against the stated benefits that are realised as part of each Project
Corporate Leadership and Compliance	<ul style="list-style-type: none"> > Ensure the sound quality and performance management of external service providers, consultants, contractors, vendors and partners. > Ensure the highest standards of recruitment, development, performance management and succession planning are maintained and consistent with public sector standards. > Support the ongoing professional development of staff within the eHealth Program Management Office, through the identification of opportunities in line with the role and associated professional development plans of staff. > Manage knowledge transfer from consultancies, external service providers and partners engaged by eHealth Systems that provide specialist uplift and transformation capability into the eHealth Program Management Office. > Deliver economies of scale and efficiency savings ensuring sustainability and performance of eHealth Systems. > Enable the establishment of continuous improvement program and practices.
Stakeholder Engagement	<ul style="list-style-type: none"> > Ensure that service provision and the activities of the Division are customer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of business partners and external clients. > Initiate, develop and sponsor positive working relationships both internally and with external stakeholders, in order to achieve the outcomes for the Department as required by the Executive Director, eHealth Systems and the Director eHealth Portfolio and Strategy.
Resource Management	<ul style="list-style-type: none"> > Ensure the effective management of human, financial and physical assets within the unit through appropriate planning and allocation of resources to achieve agreed business and strategic plans. > 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. > Enable budget preparation, monitoring and reporting and adherence to resources allocations.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > An appropriate tertiary level qualification or certification in program / project management.

Personal Abilities/Aptitudes/Skills:

- > Highly developed interpersonal, written and verbal communication skills to articulate and present concepts clearly and concisely to diverse clients, prepare high-level documents and successfully influence and negotiate effective outcomes, taking into account business, political, financial and strategic issues
- > Demonstrated ability to analyse and conceptualise complex and sensitive issues, and formulate and execute innovative and appropriate solutions within budget.
- > Demonstrated executive leadership skills and an ability to guide and motivate team members to successfully achieve effective results within tight timeframes and in an environment characterised by high pressure and constant change.
- > Demonstrated ability to lead transformational change and influence others in responding to change.

- > Possessing deep insight into factors and dynamics that influence the timing and sequence of activities to deliver each Project, including the ability to identify strategically significant dependencies, ultimately leading to the ability to accurately forecast and report on the timeliness of key milestones.

Experience

- > Proven experience, whilst leading major transformational projects, with analysis of complex, contentious and sensitive issues, including the preparation of reports with significant recommendations.
- > Demonstrated executive level or senior experience in the provision of strategic reform and leadership as it relates to implementing complex change often in the context of competing priorities and expectations
- > Demonstrated experience in leading a portfolio of projects which include inter-dependencies but also independent objectives and stakeholders
- > Highly regarded skills and expertise in planning, monitoring and controlling transformation projects, including effective and transparent risk management.

Knowledge

- > Demonstrated detailed knowledge and understanding of project management and change management processes.
- > A demonstrated awareness of the political and socio-economic sensitivities that impact on the planning, development, funding, delivery and management of major enterprise wide projects within health services.
- > An understanding of emerging directions within health services, nationally and internationally.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > An appropriate post graduate tertiary qualification in a related field.

Personal Abilities/Aptitudes/Skills:

- > Capacity to promote an environment of inquiry and evidence-based best practice.
- > Strong interpersonal skills and ability to communicate with and mediate between different parties with different roles, responsibilities and objectives.
- > Ability and authority to make decisions autonomously and to recognise when issues require elevation to a more senior level.
- > Ability to see and predict trends and events that may have a positive or negative impact on all financial and commercial aspects of the approved program baseline.

Experience

- > Demonstrated experience being able to forewarn and resolve significant risks and issues that may alter the time, cost, schedule, commercial outcomes, people, and benefit dimensions of a program.
- > Demonstrated financial skills to oversee and predict the capital and recurrent position of a major portfolio of ICT programs.
- >

Knowledge

- > Knowledge and understanding of the complexities and challenges of the SA health sector.
- > Knowledge of the National and State eHealth Strategic Directions.
- > Knowledge and understanding of the complexities and challenges of the SA Health industry and government sector, relevant Legislation, Awards and Statutory requirements.

South Australian Executive Service (SAES) Core Competencies

The South Australian Executive Service (SAES) competency framework forms the DNA of leadership within the public sector. The framework provides the mechanism by which the SAES links the attraction, recruitment, development, performance assessment and retention of executives to a consistent and robust set of competencies that articulate the specific behaviours required to achieve optimum performance levels. The use of the competency framework enables executives to measure performance and manage succession, building executive strength and talent in public sector positions.

The core competencies of the SAES framework require executives to be able to:

- Shape Strategic Thinking and Change
- Achieve Results
- Drive Business Excellence
- Forge Relationships and Engages Others
- Exemplify Personal Drive and Professionalism

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 Wellbeing. The Department for Health and Wellbeing 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.

Department for Health and Wellbeing :

The Department for Health and Wellbeing assists the Minister for Health and Wellbeing to set the policy framework and strategic directions for SA Health. The Department supports the delivery of public health services, formulates health policy, facilitates public and consumer consultation on health issues, and monitors the performance of South Australia's health system by providing timely advice, research and administrative support.

eHealth Systems Division

Our Mission at eHealth Systems is to provide and maintain a robust ICT environment supporting the full spectrum of SA Health's business and develop a fully integrated statewide electronic health record, to improve the quality and safety of health care in SA by connecting hospitals, health professionals and the community throughout the state.

Our vision at eHealth Systems is to provide the right information, to the right person, at the right time, in the right place.

eHealth Systems has 3 key directorates:

Customer Services	Comprises the Service Delivery team and eHealth Systems Service Desk functions, who are responsible for end-to-end IT service delivery across the Health Portfolio. Provides internal support to eHealth Systems including financial management, human resources and corporate support. Provides the primary customer interface between SA Health business units and eHealth Systems.
Portfolio & Strategy	Manages and delivers all eHealth Systems projects as approved by the eHealth Systems Steering Committee. Sets, defines and aligns IT strategy and standards to the goals and objectives of SA Health and provides independent governance and risk management to eHealth Systems.
Technology & Infrastructure	Technology and Infrastructure provides technical support and delivery for SA Health and manages, supports and maintains the 'live' IT environment across SA Health

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: