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SA Health Job Pack

Job Title	Stakeholder Engagement Manager, Hospital Community Integration
Eligibility	Open to Everyone
Job Number	719925
Applications Closing Date	27 March 2020
Region / Division	Wellbeing SA
Health Service	Hospital Community Integration
Location	Adelaide
Classification	ASO8
Job Status	Full Time / Ongoing Appointment
Salary	\$114,105-\$118,413

Contact Details

Full name	Cassandra Ryan
Position Title	Clinical Project Manager
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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	No
Vulnerable Person-Related Employment Screening - NPC	No
Aged Care Sector Employment Screening - NPC	No
General Employment Probity Check - NPC	Yes

Further information is available on the SA Health careers website at <https://www.sahealthcareers.com.au/information/>, or by referring to the nominated contact person above.

Immunisation Risk Category

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



ROLE DESCRIPTION

Role Title:	Stakeholder Engagement Manager
Classification Code:	ASO8
LHN/ HN/ SAAS/ DHW:	Wellbeing SA
Division:	Integrated Care Systems
Department/Section / Unit/ Ward:	Hospital Community Integration
Role reports to:	Clinical Program Manager
Role Created/ Reviewed Date:	17 December 2019
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<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 Stakeholder Engagement Manager will provide leadership in ensuring the Hospital Community Integration projects meet objectives on time and on budget including developing and managing critical stakeholder engagement strategies, programs and communications.
- > The Stakeholder Engagement Manager will be responsible for the people side of change, including changes to business processes, systems and technology, and organisational structures and will significantly contribute as an integral team member of the Hospital Community Integration contributing to the Integrated Care Systems business plan and leadership team.

Direct Reports:

- > N/A

Key Relationships/ Interactions:

Internal

- > Maintains cooperative and productive working relationships with the Clinical Program Manager, Home Hospital Project Manager, Integrated Care Manager, Assistant Director Hospital Community Integrated Care, the Executive Director of Integrated Care Systems and staff within Wellbeing SA, across the Department for Health and Wellbeing and Local Health Networks.

External

- > Maintains relationships with non-government organisations and other government organisations

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Balancing competing priorities and tight timeframes to deliver high quality outcomes.
- > Developing and maintaining networks with health professionals who have expertise, facilitating information exchange to build an effective knowledge network.
- > Navigating different views and practices to ensure successful outcomes and strong engagement across multiple stakeholders
- > Ensuring delivery of program/project outcomes within scope of responsibilities on time

Delegations:

- > N/A

Knowledge, Skills and Experience

Key Result Areas	Major Responsibilities
Stakeholder engagement	<ul style="list-style-type: none"> > Identify all relevant stakeholders, assess their various needs, develop and manage the implementation of strategies and a program of critical stakeholder engagement activities to address these, and build strong working relationships between stakeholders and the Hospital Community Integration team. > Determine, plan and lead the implementation of best practice change management initiatives and activities to support the adoption of changes required by a Hospital Community Integration projects. > Work in partnership with the internal communications team (and other units) to undertake and/or manage the design, development and delivery of communications that support the delivery of program outcomes. > Assess the change impact including conducting impact analysis and assessing implementation readiness. > Engage with senior leaders and influencers across stakeholder groups, leading change processes and embedding the program. > Work with other members of the Hospital Community Integration team to support implementation, including providing support in the design and delivery of implementation activities.
Apply a structured methodology and lead change management activities	<ul style="list-style-type: none"> > Lead the development and implementation of change management solutions such as engagement and communication activities to support the adoption of organisational changes including changes to processes, systems, technology and other measures. > Build internal capability for ongoing stakeholder engagement including mentoring and coaching key staff. > As required, manage external and internal change resources assigned to program activities.
Support project teams in integrating change management activities in their project plans	<ul style="list-style-type: none"> > Support leaders to lead the implementation of organisational changes locally. > Provide expert timely and appropriate advice to support the requirements for briefings and responses to senior management, Wellbeing SA Executive, and the Minister for Health and Wellbeing. > Work with the Assistant Director Hospital Community Integration and the Executive Director, Integrated Care Systems, Portfolio Managers and team members on the development, implementation and evaluation of strategic directions, policies, goals and objectives for Hospital Community Integration. > Collaborate with clinical professionals to integrate corporate and local services to achieve continuity of patient/client services. > Represent Hospital Community Integration on state, national and departmental committees, as well as chairing and/or providing support to steering Groups, senior project groups and convening working parties as required. > Provide strategic, operational and corporate leadership and policy advice to support the governance and direction of reform projects for Wellbeing SA.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > N/A

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to provide effective leadership, motivate and inspire staff with diverse skills and professional backgrounds to foster initiative, promote teamwork, achieve objectives, encourage innovative thinking and meet strict deadlines to deliver significant in and out of hospital projects or initiatives to a high standard.
- > Exceptional written and verbal communication and interpersonal skills including demonstrated ability to initiate and manage engagement with senior level staff, Government and non-Government agencies and prepare succinct and clear briefings, reports and correspondence.
- > Demonstrated ability to conduct difficult negotiations, resolve conflict, solve problems, anticipate change, plan appropriately and lead others to respond positively to change.
- > Demonstrated ability to operate within broad policy guidelines, meet changing priorities and deadlines without compromising on quality and exercise original thinking, creativity and significant levels of independent judgement, delegated authority and decision making based on an analysis of risk and business needs.
- > Demonstrated application of empathy, compassion and respect towards different views, experiences, practices to be able to motivate others to achieve objectives.

Experience:

- > Extensive experience in the development, implementation, design and project management of complex systemic change programs and service redesign projects including prioritising and managing complex tasks, determining priorities and objectives within the framework of the program objectives, leading teams and meeting timelines.
- > Significant experience in project/program management techniques, methodologies and related activities including the preparation, implementation and evaluation of policies, strategic plans and strategies dealing with complex issues, including sensitive matters.
- > Significant experience in working with senior clinicians, Health Services and Non-Government Organisations in a change management role.
- > Demonstrated experience in the control and coordination of computer applications and data bases and proficient in the use of MS Microsoft Office programs inclusive of Visio, Excel, Word and relevant data capturing programs, maintaining information resources to produce documentation of high quality.

Knowledge:

- > Detailed knowledge of relevant government policies and procedures and best practice organisational and transformational change management principles and practices including human-centred design, appreciative inquiry and relevant blended learning theories and instructional design models.
- > Sound knowledge of Commonwealth Agreements, SA Health Strategic Directions, SA Health reform and related strategic programs and projects, demand management and health planning processes.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > An appropriate tertiary qualification in Organisational Psychology, Organisational Development, Corporate Anthropology, Human Resources, Business Management, or a related discipline or equivalent.
- > An appropriate tertiary qualification in a health or business related discipline or project management.

- > Industry qualifications in one or more specific change management/organisational transformation methods/approaches (eg Agile, Prosci/ADKAR, Lean)

Experience:

- > Experience in writing and developing business documents and policies for training purposes

Knowledge:

- > Knowledge of emerging directions within health services in South Australian, nationally and internationally.

Special Conditions:

- > Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.
- > 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 the 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).
- > 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, 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.
- > Department of Health policies, procedure and standards.

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 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., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern 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 Hospital Avoidance unit is responsible for range of activities that support integration of care between Acute and Community Service System. The unit has three streams and works with Local Health Networks and the Primary Health Sector to achieve and deliver an operationally and financially efficient and effective health system for SA.

The Community Systems Service Improvement stream is responsible for developing and implementing policies and strategies that support improvement in hospital avoidance, 'transition to community' and out of hospital services including primary care and general practitioner services, aged care, disability services, and the SA Community Care Program. This stream also supports the implementation of national strategies and programs such as the National Disability Insurance Scheme and the Transitional Care Program. The Community Systems Service Improvement Stream is also responsible for building community strategies to support prevention and developing models of primary care that promote self-determination, partnerships and integrated care.

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: