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SA Health Job Pack

Job Title	Support Services Delivery Manager
Eligibility	Open to Everyone
Job Number	689987
Applications Closing Date	26/4/19
Region / Division	Central Adelaide Local Health Network
Health Service	The Royal Adelaide Hospital
Location	Adelaide
Classification	ASO-8
Job Status	Permanent full-time
Total Indicative Remuneration	\$123,940/\$128,657

Contact Details

Full name	Elke Kropf
Phone number	0414 975 159
Email address	Elke.kropf@sa.gov.au

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.

Immunisation

Risk Category C (minimal patient contact)

- This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). [Please click here for further information on these requirements.](#)

Guide to submitting an application

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

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

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

We request that you attach the following to your application -

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

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Support Services Delivery Manager
Classification Code:	ASO8
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network
Hospital/ Service/ Cluster	Royal Adelaide Hospital
Division:	Operational Services
Department/Section / Unit/ Ward:	Support Services
Role reports to:	Director, Operational Services
Role Created/ Reviewed Date:	February 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:	<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 (<i>minimal patient contact</i>)

ROLE CONTEXT

Primary Objective(s) of role:

The Central Adelaide Local Health Network Support Services Delivery Manager is accountable to the Director, Operational Services for taking operational responsibility for support delivery services across the LHN, in the areas of Support Food, Hotel and Support services.

The role will support the Director, Operational Services, in the achievement of relevant key performance indicators and strategic and operational deliverables for Support Services across all CALHN sites.

Direct Reports:

- Food Services Manager (QEH)
- Manager, Support Services (HRC/SMRH)
- Manager, Support Services (Glenside)
- Team Leader, Administrative Services

Key Relationships/ Interactions:

Internal

- The Support Services Delivery Manager is accountable to the Director, Operational Services and is

responsible to lead, supervise and direct a large and diverse group of staff in the area of Support Services. Collaboration with members of the Operational Services and Divisions across the LHN will be critical to ensure involvement of all areas in the strategic development of designated functions.

- The Support Services Delivery Manager liaises with appropriate management on the different sites and with other organisations who are customers of Support Services.

External

- Central Adelaide staff, SA Health employees, local, State and Commonwealth Government agencies, contractors and external stakeholders including members of the public, as required.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Central Adelaide LHN has committed to a single service, multiple site model where services will be standardised across hospital and health services sites

Delegations:

- Levels/limits of authority in relation to finance, human resources and administrative requirements are defined by the Departmental delegations and policies.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
The Support Services Delivery Manager drives reform of the administration functions within the LHN by:	<ul style="list-style-type: none"> • Driving a Central Adelaide LHN single, service multiple site service delivery model for Support Services; • Leading strategic change and direction for an effective and efficient service that meets the needs of customers and supports good patient care • Developing and establishing key performance indicators and implementing, reviewing and evaluating programs and systems for compliance with Safety and Quality frameworks, standards of care, quality and safety performance • Leading the identification and implementation of evidence based process and practice redesign • Leading a culture of performance accountability, review and evaluation, feedback, teamwork, risk management, collaboration and continuous improvement including participation in the accreditation process • Working closely with the Director Operational Services to continuously improve support service governance systems, policies and processes. • Leading the development and implementation of effective risk management strategies and ensuring they are implemented, monitored and reviewed so that risks are mitigated, prioritised and addressed.
The Support Services Delivery Manager significantly contributes to the development of the LHN vision and strategic directions by;	<ul style="list-style-type: none"> • Providing advice to the Director Operational Services and to the CALHN Strategic and Operational Executives, in relation to all matters contained within the Support Services portfolio. • Developing and implementing an annual Support Services operational plan that supports the LHN and Clinical Directorate's strategic and operational priorities and targets • Influencing the development of Support services information systems that support business decision making and strategy implementation • Providing expert advice to other Government agencies to assist with process and practice redesign • Developing Policy and Procedures based upon best practice within current industry standards
The Support Services Delivery Manager, provides leadership and management of Support services functions within the LHN by:	<ul style="list-style-type: none"> • Ensuring the delivery of quality support services including: <ul style="list-style-type: none"> ➢ Inpatient Services ➢ Emergency Department Support Services ➢ Support Services – Transport, Enquiries, Switchboard, etc ➢ Patient Liaison Officers ➢ Catering Services ➢ Hotel Services ➢ Heritage Office ➢ Car Parking permits, fines management ➢ Contracted goods and services
The Support Services Delivery Manager is responsible for the effective management and control of finances for Support Services including:	<ul style="list-style-type: none"> • Developing resource and budget allocation processes for Support Services in conjunction with Finance and in line with the CALHN resource and budget allocation process; and • Monitoring and controlling the expenditure in accordance with CALHN budgeting, legal requirements and the CALHN delegations manual

<p>The Support Services Delivery Manager is responsible for providing effective leadership to staff by:</p>	<ul style="list-style-type: none"> • Contributing to workforce planning to ensure Support Services has a skilled and experienced workforce that reflects cultural diversity (and specific growth in the targeted population groups including Aboriginal workforce). • Providing leadership of day to day operations in accordance with expected governance requirements and preparing or providing oversight in the preparation of, rostering and scheduling to maximise the cost efficient application of human resources to defined services. • Ensuring that a safe and healthy work environment, free from discrimination is provided for employees by: • Ensuring compliance with SA Health human resource and occupational health safety and welfare policies • Ensuring that the principles of Equal Employment Opportunity and Ethical Conduct are a normal part of doing business • Managing industrial relations issues appropriately as they arise • Information systems
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

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Personal Abilities/Aptitudes/Skills:

- Demonstrated strategic thinking in the analysis of problems, development of innovative solutions and negotiation of successful outcomes.
- Demonstrated ability to drive change and lead significant reform processes, achieving outcomes in a supportive environment for staff
- Demonstrated highly developed interpersonal and communication skills to effectively manage relationships within all levels of the health sector.
- Proven strong leadership ability to motivate and inspire others to achieve objectives, lead change and manage and evaluate performance.
- Demonstrated ability to provide expert advice and deal with sensitive and complex issues.
- Demonstrated awareness of the emerging directions within health services.
- Demonstrated ability to deal with sensitive issues and astute political awareness of the current social and economic environment.

Experience

- Demonstrated experience in providing high level, strategic leadership in the delivery of Support services.
- Demonstrated experience in efficient and accountable management of human, financial and material resources for a complex organisation.
- Demonstrated high level experience in the development of policy, strategic plans and programs for complex organisational issues.
- Demonstrated experience in the preparation of high level reports.
- Demonstrated experience to manage and resolve conflict situations demonstrating high level counselling skills
- Demonstrated ability to work as part of a multi-disciplinary team, build positive relationships and work collaboratively with others

Knowledge

- A sound knowledge of Codes and Acts relevant to the services provided.
- An understanding of risk and safety management systems, standards and responsibilities as they relate to a supervisory/management role.
- Comprehensive knowledge of government policies and processes that affect South Australian health services and program delivery
- Knowledge of the political and socio-economic sensitivities that impact on the planning, development, funding, delivery and management of health services.

DESIRABLE CHARACTERISTICS (To distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications

- Qualifications in Food Service/Hospitality

Personal Abilities/Aptitudes/Skills:

- Ability to market the service.

Experience

- Previous experience as manager of a commercial kitchen or catering facility
- Experience working in the HealthCare industry

Knowledge

- Knowledge of large-scale food service operation
- Knowledge of relevant industrial awards and agreements
- Knowledge of switchboard and car parking operations
- Knowledge of SA health system and related information privacy policy and legislation.
- Understanding of emerging directions within the health industry

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.

Financial Recovery:

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Central Adelaide Local Health Network:

Central Adelaide LHN is responsible for promoting and improving the health of central metropolitan Adelaide and the broader community by providing integrated health care and hospital services.

Central Adelaide LHN brings together the hospitals of (Royal Adelaide Hospital [RAH] as a major tertiary facility, The Queen Elizabeth Hospital [TQEH] as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre [HRC] and St Margaret's Rehabilitation Hospital [SMRH]), and a significant number of mental health and primary health care services. Central Adelaide LHN also governs a number of statewide services including SA Dental Service, SA Prison Health Service, BreastScreen SA and DonateLife SA, and has financial administrative responsibility for Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging and SA Pharmacy.

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: