



ROLE DESCRIPTION

Role Title:	Senior Executive and Governance Officer
Classification Code:	ASO7
LHN/ HN/ SAAS/ DHW:	DHW
Hospital/ Service/ Cluster:	
Division:	Clinical System Support and Improvement
Department/Section / Unit/ Ward:	Office of the Deputy Chief Executive
Role reports to:	Deputy Chief Executive, Clinical Systems Support and Improvement
Role Created/ Reviewed Date:	November 2021 / September 2024
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
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 Senior Executive and Governance Officer is responsible for leading or overseeing the delivery of timely and high-level strategic advice to the Deputy Chief Executive Clinical System Support & Improvement and coordinating and undertaking detailed, complex, technical, and sensitive policy work that impacts on the strategic, political or operational outcomes for the Clinical System Support & Improvement division.

Senior Executive and Governance Officer will provide effective leadership and support to the Deputy Chief Executive to ensure the effective delivery of key projects and policy initiatives that meet Government's requirements.

The Senior Executive and Governance Officer is also responsible for working across government and with DHW executives, business units and staff to ensure strategic alignment and integration across the department to support the Department to meet its obligations.

This requires the incumbent to establish and develop effective collaborations and a network of strategic alliances with key stakeholders across government and within DHW and to work autonomously to provide a high level of authoritative advice. The role is also required to manage politically sensitive issues and identify unresolved and/or emerging issues on behalf of the Deputy Chief Executive. The role will require the officer to plan and lead other project and policy work as required to ensure the effective delivery of key projects and policy initiatives to meet the Government's requirements.

Key Relationships/ Interactions:

Internal

- > Reports to the Deputy Chief Executive, Clinical Systems Support and Improvement.
- > Develops and maintains cooperative working relationships with the Clinical System Support & Improvement Divisional Executive team and staff across the division.

External

- > Develops and maintains working relationships and interfaces with internal and external stakeholders across government.
- > Establishes and maintains collaborative and effective working relationships with multiple stakeholders including liaison and development of strategic partnerships with key working groups and representative organisations at State and National level, tertiary institutions and relevant community stakeholders.
- > Liaises with and provides advisory services to a broad range of management support staff across DHW and other relevant government departments.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > The diversity, criticality and complexity of individual branches within CSSI lead to silos and require strategies for deliberate integration.
- > The position operates in a highly public, accountable and politically sensitive environment and will need to exercise the highest level of diplomacy, tact and discretion in the application of duties.
- > The position operates in a highly complex and rapidly changing environment of accountability, change and reform. In this context the incumbent must be highly responsive to state and national developments and will often be working within tight timeframes and deadlines.
- > Establishing effective high-level working relationships and providing appropriate advice to support efficient communication and timely preparation of information, correspondence and reports for the executive.
- > Maintaining a strong customer focused relationship with key stakeholders, providing leadership, advice, support and education.

Delegations:

- > N/A

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Governance</p>	<ul style="list-style-type: none"> > Provide strategic, high-level advice in relation to sensitive policy work that supports the priorities of the Deputy Chief Executive, Clinical System Support & Improvement Division and the Department for Health and Wellbeing. > Plan, draft and coordinate the development of detailed and complex major policy papers, Cabinet submissions and notes and briefs that impact on the strategic, political or operational outcomes for the Clinical System Support & Improvement division. Plan, lead and coordinate other project and policy work as required. > Anticipate and identify problem or risk areas and rapidly define, analyse and solve highly complex ambiguous problems. > Research, analyse and maintain an overarching strategic awareness of issues and matters relevant to the office of the Deputy Chief Executive, Clinical System Support & Improvement Division and the Department for Health and Wellbeing. > Coordinate and provide a line of sight to the Deputy Chief Executive, Clinical System Support & Improvement, of relevant cross-government policy matters. > Ensure the Deputy Chief Executive, Clinical System Support & Improvement is briefed and prepared as needed for internal and external meetings.

	<ul style="list-style-type: none"> > Accompany the Deputy Chief Executive, Clinical System Support & Improvement in an official capacity at functions, events and meetings where required. > Provide high level executive support to the Deputy Chief Executive, Clinical System Support & Improvement and liaise with Departmental secretariats and subcommittees to ensure that actions are effectively implemented. > Lead, develop and foster a positive work culture, through interactions with Departmental secretariats, and their subcommittees, and key CSSI stakeholders.
<p>Divisional Effectiveness</p>	<ul style="list-style-type: none"> > Promote the vision of the Clinical System Support & Improvement Division through a strong culture of service excellence and effective relationship management. > Demonstrate and promote appropriate behaviours which are consistent with the SA Health values and strategic directions. > Undertake and promote relevant training to attain and maintain required competency of skills and knowledge applicable to the role.
<p>Support DCE Reporting requirements</p>	<ul style="list-style-type: none"> > Report on the progress of strategic priorities. > Support reporting of risks that may impact strategic priorities and actions undertaken to mitigate risk. > Provide strategic support to the Deputy Chief Executive to build capability to ensure the quality of responses and that they are addressed in a timely manner. > Manage ad-hoc management reporting requirements.
<p>Executive Officer Support</p>	<ul style="list-style-type: none"> > Provide high level executive support and advice including formulating policy positions, processing, coordinating and drafting sensitive, complex and urgent material, coordinating planning activities, projects and a program of work on an individual or team basis. > Coordinate material for meetings including preparing minutes, agendas, Action Plans and background/discussion/ research papers. > Liaise with executive members and other SA Health staff to determine issues for consideration and preparing general policy and specific strategic positions for DCE consideration regarding specific issues. > Support the development of strategic committee Action Plans, monitor and coordinate progress reports and prepare meeting papers and minutes in a timely manner. > Establish and maintain appropriate information systems which enable regular monitoring and reporting on progress of projects, initiatives and actions against plans. > Manage the implementation of consistent record keeping practices and establish quality review procedures, undertaking ongoing assessment and revision to ensure timeliness of correspondence, accuracy of information and integrity of storage.
<p>Support for DCE Leadership and decision making:</p>	<ul style="list-style-type: none"> > Constructively participate in governance committees and leadership meetings. > Provide advice and direction that supports decision making in line with SA Health objectives and seek to ensure priority needs are balanced against available resources and opportunities. > Identify, influence and lead key stakeholders and advocates to promote the implementation of change initiatives that ensure continuous improvement outcomes. > Provide sound policy, advice and information in responding to Ministerial and other enquiries.

<p>Advice, Consultation and Relationship Management:</p>	<ul style="list-style-type: none"> > Provide high level, timely, accurate and informative advice to a range of parties. > Ensure effective consultation, participation mechanisms and partnerships are developed and maintained to deliver and implement the Health agenda across the Agency. > Establish and maintain strong working relationships and communication processes with clients, stakeholders, contractors and project resources.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Not Applicable.

Personal Abilities/Aptitudes/Skills:

- > Proven ability to sustain high level performance, work under broad direction and as a team member, determine priorities, organise workloads and meet demanding and critical work deadlines in an environment that imposes high pressure.
- > Demonstrated high level organisation skills with a proven ability to establish and effectively manage business and executive systems.
- > Demonstrated ability to apply high-level oral and written communication skills including for cabinet submissions, presentations, briefings, written reports, and other formal executive and business communications.
- > Proven ability to liaise and collaborate with a range of stakeholders including undertaking sensitive negotiations with executives, senior management and professionals.
- > Demonstrated ability to research and critically analyse complex problems, exercise initiative and autonomy in determining methods and taking responsibility for the development, evaluation and negotiation creative strategies, solutions and successful outcomes.

Experience

- > Significant experience in providing high level executive support and advice including formulating policy positions, processing, coordinating and drafting sensitive, complex and urgent material, and coordinating and delivering a range of projects and planning work on an individual or team basis.
- > Demonstrated experience in developing effective working relationships and consulting and negotiating with a range of service providers and stakeholders.
- > Proven experience in the use of computer-based information systems, databases and applications (particularly Microsoft Office software).

Knowledge

- > Comprehensive knowledge of roles, functions and protocols operating between the Department for Health and Wellbeing, the Local Health Networks and attached entities.
- > Detailed knowledge of the processes of Government and current policies and procedures relevant to the operation of a government department including the review and development of internal policies.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Qualification in Public Health Administration, Project Management, Business Management or equivalent would be highly desirable.

Personal Abilities/Aptitudes/Skills:

- > Highly developed interpersonal, verbal and written communication skills with demonstrated ability to prepare meeting papers and relate with staff from various disciplines and a wide range of stakeholder groups.
- > Proven ability to solve problems and conduct difficult negotiations, communicate and establish credibility across the health sector, both verbally and in writing.
- > Proven high level strategic, analytical and astute thinking skills including demonstrated ability to determine objectives and priorities, scrutinise working practices and deliver outcomes within a complex project environment with conflicting demands.
- > Demonstrated ability to liaise effectively and collaborate with senior government officials and organisations at both state, Commonwealth and Non-Government levels.
- > Demonstrated ability to conceptualise, innovate and analyse complex problems and identify solutions which contribute to the achievement of organisational goals and objectives.

Experience:

- > Experience in writing reports, drafting briefings, agenda papers, record of meeting actions and decisions, undertaking research and developing policy options.
- > Proven stakeholder coordination and engagement, including an ability to motivate stakeholders to work together to achieve common goals and developing co-operative relationships at different levels across government, in the community services field and the tertiary sector.

Knowledge:

- > Knowledge of current government legislation, Acts and Regulations in relation to health.
- > Sound knowledge and understanding of the operations of the health portfolio, strategic policies in relation to health, and public sector management practices and procedures.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

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 for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *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.
- > To create an inclusive and responsive environment where Aboriginal and Torres Strait Islander consumers are welcomed, valued and respected for their cultural knowledge and lived experiences. Our commitment extends to enhancing culturally safe workplaces by investing in our Aboriginal and Torres Strait Islander workforce, aligning with the SA Health Aboriginal Workforce Framework.
- > To elevate the cultural capability of our non-Aboriginal staff, ensuring they can drive meaningful improvements in the health system, policies, planning and practices. This ensures our services are responsive to the cultural needs identified by Aboriginal and Torres Strait Islander people.

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

Performance Development:

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

Handling of Official Information:

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

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

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

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

White Ribbon:

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

Resilience:

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

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and 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 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.

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.

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

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	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21	14/07/2023	Inclusion of integrity statement under Code of Ethics on Page 6
V10	14/07/23		