

# Non Managerial

## Role Description

### Southern Adelaide Local Health Network

<b>Position</b>	Triage Lead – Allied Health
<b>Classification</b>	AHP3
<b>Division</b>	Women's & Children's
<b>Department / Section / Unit / Ward</b>	Women's & Children's Allied Health
<b>Role reports to</b>	Operationally: > Allied Health Service Manager, Women & Children Professionally: > Allied Health Manager, Women's & Children's Health
<b>CHRIS 21 Position Number</b> P54969	<b>Role Created / Review Date SALHN 2023-24-0373</b> 15/03/2024
<b>Criminal History Clearance Requirements</b> <input checked="" type="checkbox"/> National Police Check (vulnerable) <input checked="" type="checkbox"/> Child - Prescribed (Working with Children Check)	<b>Immunisation Risk Category</b> Category B (indirect contact with blood or body substances)

## JOB SPECIFICATION

### Primary Objective(s) of role:

The Triage Lead – Allied Health :

- > Is accountable to the Allied Health Service Manager, Women & Children, and will work as part of the integrated multi-disciplinary paediatric triage team to proactively manage referrals to ensure children and families receive timely access to appropriate care. This will include screening, assessment, and allocation of referrals to the most appropriate services whilst also ensuring the care providers have adequate information to provide effective and efficient care.
- > Is responsible for ensuring that evidence-based systems, procedures, and protocols are developed, implemented and reviewed within the team, to achieve safe practice, and high-quality patient outcomes.
- > Will work with both government and non-government providers in establishing integrated pathways of care that facilitate right care first time.
- > May be required to provide a specialist allied health consultancy service within the team, division and to broader hospital staff as required, and externally to other service providers in SA and interstate where appropriate.
- > Will initiate, plan and participate in local and national external activities – e.g. conferences including presenting research, being involved in research, guideline and protocol development, patient information material development.

The Triage Lead - Allied Health is part of the paediatric service and WCD health stream allied health leadership team and works collaboratively with these groups to achieve outcomes of the service and division.

### Direct Reports: (List positions reporting directly to this position)

- > N/A

**Key Relationships / Interactions:****Internal:**

- > Women's & Children's Division Allied Health, AH Service Manager and paediatric staff within the Women's & Children's Division.
- > Paediatric outpatient NUM, Paediatric medical triage and paediatric outpatient administration
- > Medical and Nursing staff within FMC and SALHN especially Paediatrics.
- > Allied Health staff within WCD and more broadly within SALHN.
- > Patients and their carers/families.

**External:**

- > Maintains collaborative and productive working relationships with external care providers to ensure high quality, integrated, person centred care provision.
- > Partners and works with key government and non-government organisations and stakeholders.
- > Provides expert advice on the management of paediatric referral management and is a key resource to other clinicians within SALHN, SA and wider national networks.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Planning, implementation and coordinating a specialised Paediatric Multi-D Triage service that is delivered across SALHN sites.
- > Developing and maintaining service knowledge across a range of disciplines and care teams
- > Maintaining current evidence-based practice.
- > Evidential data collection, collation, and reporting
- > Providing safe, effective, and efficient referral management of paediatric referrals in SALHN with limited physical and human resources.

**Delegations:** (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

**Resilience**

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

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

### General Requirements

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *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 in 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)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

### 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.

### 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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.

- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.
- > May be required to work on weekends and public holidays and across the span of hours of 0800 to 1800.
- > May be required to work across SALHN sites.

Key Result Areas	Major Responsibilities
<b>Specialist Multi-disciplinary Paediatric Referral Management and Provision</b>	<ul style="list-style-type: none"> <li>&gt; Work with medical and nursing triage leads to screen, assess and appropriately direct paediatric referrals.</li> <li>&gt; Engage patients and their families or carers actively in care planning and goal setting to ensure optimal outcomes.</li> <li>&gt; Apply advanced paediatric allied health knowledge and skills specifically in the field of paediatric and family based care to provide specialised care including screening, assessment, and management planning. Take responsibility for managing care coordination of complex clinical cases.</li> <li>&gt; Collaborate closely with the multidisciplinary team, actively participating in huddles, meetings, and case conferences. Provide specialized allied health knowledge to facilitate its integration into broader patient care.</li> <li>&gt; Contribute specialist knowledge to the development and implementation of new models of care for the management of paediatric referrals. This will include working with other agencies to establish pathways of care that focus on achieving right care first time for children and their families.</li> <li>&gt; Ensure that models of care developed align with evidence-based practices. When necessary, review and incorporate recent developments and changes in evidence or best practices into processes and clinical practice to maintain the highest standards of care.</li> <li>&gt; Meet rigorous standards for patient care documentation and fulfil data collection requirements, ensuring comprehensive and accurate records of patient care are maintained.</li> </ul>
<b>Leadership within Specialist Clinical Area</b>	<ul style="list-style-type: none"> <li>&gt; Provide expert clinical advisory regarding paediatric allied health services within SALHN and in the broader community to clinical team members, hospital staff, and to external service providers across SA and interstate as needed.</li> <li>&gt; Attend internal and external clinical meetings to provide expert advice on paediatric allied health triage and programs or as a representative of Women's &amp; Children's Allied Health or Women's Health Service when necessary.</li> <li>&gt; Advise the WCD Allied Health Service Manager on service delivery based on demand and the latest evidence.</li> <li>&gt; Lead or participate in specialized projects within the field.</li> <li>&gt; Contribute to building a team culture aligned with the Women's &amp; Children's Allied Health Team Charter, SALHN vision, and strategic plan.</li> </ul>
<b>Teaching &amp; Learning</b>	<ul style="list-style-type: none"> <li>&gt; Provide paediatric allied health triage and program expertise in local, divisional, and state-wide educational programs.</li> <li>&gt; Participate in teaching programs and offer expert allied health triage and program advice to medical, nursing, and other professionals and students.</li> <li>&gt; Deliver an expert clinical education service to staff across SALHN, other local health networks, external professionals, and students on topics related to paediatric allied health as required.</li> <li>&gt; Collaborate with local universities as a clinical consultant for matters related to the student led models of care and partnerships.</li> </ul>
<b>Research, Service Improvement and Quality Assurance</b>	<ul style="list-style-type: none"> <li>&gt; Develop, implement, and review clinical policies, procedures, and guidelines for paediatric triage and allied health programs, presenting them to SALHN teams as needed.</li> <li>&gt; Conduct regular audits and service reviews within the clinical area and advise the AH Service Manager on service delivery performance, development, practice, and improvement opportunities.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Utilize data collection, collation, and reporting for performance assessment, risk evaluation, and identification of improvement opportunities.</li> <li>&gt; Identify clinical risks and apply risk management strategies, including the "own, resolve, escalate" framework.</li> <li>&gt; Initiate, lead, or participate in relevant research and disseminate the results.</li> <li>&gt; Develop and review patient information material in the clinical area to align with the latest evidence and best practices.</li> <li>&gt; Plan and participate in local and national external activities related to paediatric triage and allied health led models of care and programs (e.g., conferences, professional meetings).</li> <li>&gt; Contribute to accreditation activities as required within the area of expertise.</li> </ul>
<b>Professional Development of Self and Others</b>	<ul style="list-style-type: none"> <li>&gt; Supporting Professional Development of Others:               <ul style="list-style-type: none"> <li>&gt; When directed conduct confidential annual performance reviews and development discussions for team members following relevant policies.</li> <li>&gt; Develop and maintain performance objectives and professional development plans for supervised staff.</li> <li>&gt; Provide clinical supervision to designated team members in accordance with the SA Health Allied Health Clinical Supervision Framework.</li> <li>&gt; Develop and implement education and clinical support programs for medical, nursing, and allied health staff.</li> <li>&gt; Lead and support fellow team members in research and evaluation activities.</li> </ul> </li> <li>&gt; Maintaining Own Professional Knowledge and Skills:               <ul style="list-style-type: none"> <li>&gt; Engage in continuing education and self-development through active participation in professional development courses, in-service education programs, professional meetings, etc.</li> <li>&gt; Stay updated on research developments in paediatric triage and allied health models of care and related paediatric health conditions.</li> <li>&gt; Participate in personal performance evaluations following procedures adopted by the Women's &amp; Children's Allied Health Service.</li> </ul> </li> </ul>
<b>Contribution to effective operation of unit</b>	<ul style="list-style-type: none"> <li>&gt; Assisting with the selection, recruitment and orientation of staff</li> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> </ul>



## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

One of the following will apply:

- > Appropriate Degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers;
- > Appropriate Degree or equivalent qualification which entitles registration with the Physiotherapy Board of Australia;
- > Appropriate Degree or equivalent qualification and general registration with the Psychology Board of Australia with an Endorsed Area of Practice in Clinical Psychology;
- > Appropriate degree in Speech Pathology or equivalent qualification which gives eligibility for full membership of the Speech Pathology Association of Australia;
- > Appropriate Degree or equivalent qualification which gives eligibility for full membership of the Dietitians Association of Australia (DA).
- > Appropriate degree or equivalent qualification which entitles registration as an Occupational Therapist.

### Personal Abilities/Aptitudes/Skills

- > Proficient in interpersonal skills, fostering trust, respect, confidence, and cooperation with colleagues, patients, families, and senior staff.
- > Proven ability to establish partnerships and networks with key stakeholders to address complex psycho-social issues and achieve desired outcomes.
- > Capable of innovating, leading, and advocating for evidence-based models of care.
- > Demonstrated leadership skills by thinking strategically, proactively, and independently to develop creative solutions.
- > Effective negotiation and conflict resolution skills.
- > High level of oral and written communication skills, adept at developing procedures, reports, proposals, and presentations.
- > Able to make timely decisions under pressure and effectively manage workload.
- > Recognizes and articulates issues from a consumer perspective.
- > Committed to continuous professional development through self-directed learning.
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Extensive experience working with patients and families and across multi-disciplinary and inter-disciplinary teams
- > Extensive experience in providing clinical management to complex and difficult casework
- > Experience in leading quality improvement, service evaluation activities, policy development
- > Proven experience in basic computing skills including email and word processing
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

### Knowledge

- > Possess strong foundational knowledge of paediatric allied health roles and areas of impact.
- > Knowledge of change management processes and practice
- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.

**2. DESIRABLE CHARACTERISTICS** (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > Demonstrated leadership skills and ability to motivate professional staff and lead change.
- > Ability to use data management, analysis and reporting programs.

**Experience**

- > Experience in application of paediatric developmental and behavioural screening and assessment tools
- > Familiarity with databases and ability to gather and present data.
- > Research experience & Familiarity with methods of statistical analysis.
- > Experience in clinical AHP3 leadership.
- > Experience in a senior level or leadership role.

**Knowledge**

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of research methodologies and clinical evaluation processes
- > Knowledge of research techniques

**Educational/Vocational Qualifications**

- > N/A

**Other Details**

- > N/A



## 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.

## SA Health Challenges

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

## 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.

## Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

## Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)

## OFFICIAL

**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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

**Domestic and Family Violence**

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

**Role Acceptance**

I have read and understand the responsibilities associated with the Triage Lead – Allied Health role in the Women’s & Children’s Division and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date