



## ROLE DESCRIPTION

<b>Role Title:</b>	Principal Contract Consultant
<b>Classification Code:</b>	ASO8
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Hospital/ Service/ Cluster:</b>	
<b>Division:</b>	Commissioning and Performance
<b>Department/Section / Unit/ Ward:</b>	Performance and Contracts
<b>Role reports to:</b>	Manager Service Contracts
<b>Role Created/ Reviewed Date:</b>	August 2023
<b>Criminal and Relevant History Screening:</b>	<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)
<b>Immunisation Risk Category Requirements:</b>	<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 Principal Contract Consultant will: Lead and manage contract management practices and processes related to the Non-Government Organisation (NGO) sector ensuring value for money is realised, contracts deliver the required outcomes and risks are appropriately managed across the Department for Health and Wellbeing.
- > Develop and maintain collaborative working relationships across the Department, Government and Non-Government Organisation (NGO) sector to ensure contracted services are managed in line with State Government and Departmental Contract Management frameworks, policies and procedures.
- > Lead contract governance and assurance programs and processes for state-wide NGO contracts to ensure clearly defined outcomes can be measured including formulating, implementing, assessing and monitoring Key Performance Indicators, in consultation with key stakeholders.

### Direct Reports:

- > N/A

### Key Relationships/ Interactions:

#### Internal

- > Maintains cooperative and productive working relationships with the Manager Service Contracts.
- > Works closely with, the Service Contracts Team.
- > Works collaboratively with management and staff across the Department for Health Wellbeing working with the NGO sector.
- > Maintain positive working relationships with staff within the Procurement and Supply Chain Management Unit, Risk Management and Assurance Services and the Legal Governance and Insurance Services Unit.

### External

- > Maintains collaborative working relationships with Procurement Services SA and the NGO sector key stakeholders.
- > Liaises with public and private organisations and the general public, particular.

### **Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Leading and ensuring the delivery of program and contract outcomes within scope and balancing competing priorities and tight timeframes to deliver high quality outcomes.
- > Establishing and maintaining partnerships and networks within the Department, with NGOs and government at State and National levels.
- > Implementing South Australian Procurement Framework and Contract Management Policy.
- > Leading organisation wide change in the way in which NGO contract outcomes are managed and re-profiled.

### **Delegations:**

N/A

## **Key Result Area and Responsibilities**

<b>Key Result Areas</b>	<b>Major Responsibilities</b>
Contract Development and Management	<ul style="list-style-type: none"><li>&gt; Lead and manage the strategic planning, delivery and evaluation of critical contract management programs for statewide NGO contracted health services.</li><li>&gt; Lead the development, implementation and evaluation of complex and strategic contracts which deliver a partnership approach and ensure outcomes represent value for money.</li><li>&gt; Lead the detailed analysis of contracts and services to identify opportunities for improvement in existing and proposed NGO contracted health services.</li><li>&gt; Provide specialist consultancy to executive management and staff across the system on contract management practice and the development of service models to ensure the specifications, including deliverables, are clear for tender.</li><li>&gt; Lead and manage the development review and execution of procurement and contract management documentation to ensure appropriate approvals are obtained in accordance with SA Health and Wellbeing delegations and compliance with procurement and contract management legislation.</li><li>&gt; Lead and conduct complex contract negotiations with internal and external stakeholders.</li><li>&gt; Lead, oversee and undertake contract governance and assurance programs and processes for state-wide NGO contracts to ensure clearly defined outcomes can be measured including, formulating implementing and monitoring Key Performance Indicators and benchmarks in consultation with key stakeholders.</li><li>&gt; Develop, manage and evaluate contract management plans for strategic contracts, incorporating risk management, and providing a structure for appropriate contract governance and ownership.</li></ul>

	<ul style="list-style-type: none"> <li>&gt; Ensure current and maintained performance management and contract management processes are implemented and adopted by the Service Contracts team including measuring and analysing KPI results and NGO financial acquittal data.</li> <li>&gt; Lead and monitor the implementation of contract reviews, extensions, variations, closure and transition plans.</li> </ul>
Contract management practices and systems	<ul style="list-style-type: none"> <li>&gt; Lead oversee and undertake contract governance and assurance programs for state wide NGO contracts including the development, implementation and monitoring of Key Performance Indicators and benchmarks in consultation with key stakeholders.</li> <li>&gt; Lead the development and implementation of key contract management systems, policies and practices, in line with State-wide Procurement and Contract Management Frameworks and Departmental directions.</li> <li>&gt; Develop and maintain effective working relationships with key NGO sector stakeholders to ensure effective contract management.</li> <li>&gt; Establish regular quarterly contract management meetings with NGO providers to discuss contract performance and service development and lead the development, preparation and delivery of quarterly contract performance reporting to the Manager Service Contracts.</li> <li>&gt; Provide specialist consultative services to internal and external stakeholders, Senior SA Health staff and relevant committees in relation to complex matters including preparing high level detailed briefings and reports on NGO performance and activity.</li> </ul>
SA Government reform initiatives	<ul style="list-style-type: none"> <li>&gt; Represent the Department and the NGO Performance Management team on working groups and committees to support the development and implementation of state and national strategic directions, policies, goals and commissioning objectives.</li> <li>&gt; Facilitate knowledge and information sharing related to evidence based innovations in clinical redesign, operational and organisational practices.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>&gt; Provide specialist advice and lead best practice contract management within the Service Contracts team and across the department.</li> <li>&gt; Lead and model a workgroup culture of enthusiasm, innovation and high performance.</li> <li>&gt; Effectively represent the Department and the team and promote an understanding of its activities and achievements to other parties, including at executive and senior management levels.</li> <li>&gt; Act as a role model for the organisational values of honesty, respect and integrity.</li> <li>&gt; Actively promote the understanding and pursuance of the mission, vision and strategic directions of the Department for Health and Wellbeing.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Proven ability to apply original thinking and creativity to analyse complex problems, formulate and execute innovative solutions, and provide robust, timely and accurate briefings to senior executive.
- > Highly developed interpersonal, oral and written communication skills with a significant capacity to negotiate, advise on and present complex information clearly and concisely to a broad range of health service stakeholders and develop high level recommendations and documentation.
- > Proven capacity to work independently, as well as collaboratively within a team under broad policy guidelines, exercise significant levels of independent judgement and delegated authority to determine goals and priorities within the framework of the corporate objectives of the agency and ensure required standards of service and quality are met within tight timeframes.
- > Proven ability to provide high level leadership, foster trust and cooperation, resolve conflicts and negotiate towards successful outcomes at all levels.

#### **Experience:**

- > Extensive experience in leading and managing the strategic planning and delivery of critical procurement and contract management programs, projects and processes including the performance monitoring and quality assurance related to service delivery within the health sector.
- > Extensive experience leading the development, implementation and evaluation of procurement and contract management plans and strategies including leading and undertaking complex investigations and reporting and ensuring compliance with governance processes, relevant Agency and government policies, regulatory requirements and agreed standards.
- > Extensive experience identifying, managing and resolving complex and sensitive issues affecting multiple stakeholders including leading and conducting complex negotiations with suppliers, service contractors and senior management and consulting with a broad range of health sector, government and community stakeholders.

#### **Knowledge:**

- > Significant knowledge of project management and change management practices and process and large complex organisations.
- > Extensive knowledge of SA Government Procurement and Contract Management requirements including governance and assurance principles, practices and risk management and detailed knowledge of relevant policies and their application in relation to a public health environment contracting NGO services.
- > Demonstrated knowledge of the role of non-government organisations in the health services sector.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications:**

- > Tertiary qualification in health or business related discipline(s).

#### **Personal Abilities/Aptitudes/Skills:**

- > N/A

#### **Experience:**

- > N/A

#### **Knowledge:**

- > An understanding of the other Government and non-Government health related agencies, funding programs and activities.

### Special Conditions:

- > Completion of the Procurement SA Contract Management training or a similar program provided by a registered training provider.
- > 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.

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 incumbent will be required to participate in the Provider Commissioning and Performance Division.

The Service Contracts team, Provider Commissioning and Performance provides leadership across SA Health in driving NGO reform including enhancing NGO performance and ensuring NGO services are optimally aligned with SA Health and State Government strategic directions.

Service Contracts provides strategic advice, leadership and support across the reform of NGO service provision.

Service Contracts has a vital role in centralising, consolidating and streamlining contract management across SA Health and providing leadership in bringing a coherent and consistent approach to the management of NGO contracting.

Service Contracts has functional responsibility for contract management and inclusive of the following priorities:

- Building Partnerships
- Cost Savings
- Improved NGO contracting and performance

## 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		Inclusion of integrity statement under Code of Ethics on Page 6