



ROLE DESCRIPTION

Role Title:	Strategic Engagement Adviser
Classification Code:	ASO4
LHN/ HN/ SAAS/ DHW:	DHW
Hospital/ Service/ Cluster:	Strategic Engagement and Projects
Division:	Corporate Services & Infrastructure
Department/Section / Unit/ Ward:	Procurement Supply Chain & Finance (PSCF)
Role reports to:	Senior Strategic Engagement Adviser
Role Created/ Reviewed Date:	September 2021 / June 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:

As the Strategic Engagement Adviser you are responsible for coordinating various elements of Procurement and Supply Chain Management's internal and external communications and stakeholder relationship management. The Strategic Engagement Adviser will support the Senior team leaders in the day-to-day running of the Strategic Engagement and Projects team and lead the creation of written content across email, web and internal communication channels.

The key outcomes for this role are:

- > Ensure corporate communications staff, customers, the SA Health supplier community, external service providers and other Government stakeholders are informed of PSCM services, initiatives and information.
- > Coordinate content for internal and external newsletters, social media posts, intranet site and PSCM owned websites.
- > Coordinate updates to PSCM intranet and advise on best methods for clear communication.
- > Provide communication and engagement services to the PSCM leadership team and staff; and ensure PSCM is presented in a highly professional manner in all correspondence and across all communication mediums.
- > Provide timely and effective administration support to the Senior Manager, Strategic Engagement and Projects and senior team members where appropriate.
- > Support departmental projects and initiatives as directed by Senior Strategic Engagement Adviser.

Direct Reports:

> Nil

Key Relationships/ Interactions:

The Strategic Engagement Adviser is expected to work both independently and as directed on administration tasks and internal and external communications.

The Strategic Engagement Adviser must establish and maintains effective working relationships with:

- > Procurement and Supply Chain Management leadership, managers and colleagues
- > DHW Corporate Services and Infrastructure Division
- > SA Health Corporate Communications team
- > SA Health Workforce team.
- > Clinicians and Health Unit executives and managers
- > External providers/suppliers

Challenges associated with Role:

- > The need to balance competing priorities and deliver high quality service, while using initiative and judgement when dealing with a range of stakeholders.
- > Maintaining a high attention to detail under pressure with quick turnaround times.

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Effective Service	<ul style="list-style-type: none">> Contributing to PSCM's strategic marketing and branding objectives through the identification and development of corporate publications, templates, forms and other documents (eg tender packages) that support procurement and supply chain business needs and facilitate best practice outcomes for the agency.> Implementing strategies to inform and enhance Procurement and Supply Chain Management's profile within Health Services, the SA Health supplier community, key networks and industry bodies, and other external stakeholders.> Providing high level advice to PSCM staff on communications materials and mediums suitable to meet their communication requirements and edit content as required.> Researching issues as required and providing a timely response.> Ensuring the ongoing planning, development and review of intranet and internet sites and content.>

Communications support	<ul style="list-style-type: none"> > Ensuring the highest level of communication is maintained with SA Health suppliers, providers and customers and maintaining a close working relationship with key stakeholders. > Coordinating, writing and editing information for corporate publications including the newsletters, social media content, videos, feature articles, online content and promotional material. > Monitoring the efficiency and effectiveness of all corporate communications activities. > Coordinating the delivery of critical business communications across SA Health including product information updates (recalls, safety), surveys, policy changes, occupational health, safety and welfare requirements, and emergency management notifications. > Ensuring publications and communications are consistent with SA Health's corporate identity and SA Government guidelines.
Assist Strategic Engagement and Projects senior staff with administration tasks	<ul style="list-style-type: none"> > Supporting other team members and undertaking other duties as necessary to meet team objectives. > Maintain Objective records management practices and support the flow of information > Maintaining confidentiality with sensitive issues and identifying and communicating urgent issues as they arise. > Maintaining a thorough filing and reporting routine for communications distributed to various stakeholders across SA Health.
Relationships	<ul style="list-style-type: none"> > Maintains key stakeholder relationships. > Liaise with key internal stakeholders including procurement and supply chain staff, Health Services and customers. > Providing advice and guidance to staff on the presentation of material for advertising, promotions, and publications to adhere to the corporate image, the style guide, and SA guidelines. > Maintaining an up-to-date understanding of clients' business needs, changes to health service delivery and supply markets.
Interaction	<ul style="list-style-type: none"> > Participating in change management initiatives across SA Health. > Performing duties in a manner that reflects the values and ethical standards of the Corporate Services & Infrastructure. > Contributing to a work ethos that focuses on the achievement of identified program/service outcomes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Proven ability to liaise and communicate both verbally and in written form at a high level, and establishing positive working relationships with staff at a senior level.
- > Ability to analyse problems and demonstrate autonomy, authority and judgment in developing and implementing solutions in a face paced environment.
- > Proven ability to work effectively and with discretion, diplomacy and tact within a politically sensitive environment.
- > Highly developed written and verbal communication skills, in particular the demonstrated ability to subedit, proofread, and write creatively.
- > An ability to work within the spirit and principles of the premier's safety Commitment and the legislative requirements of the Work, Health and Safety Act, utilising AS/NZS ISO 31000:2009 Risk Management, or to an equivalent set of standards.

Experience:

- > Experience in the delivery of communication and strategic engagement activities to various target audiences.
- > Experience working with various social media platforms and Electronic Direct Mail platforms.
- > Experience in working with a broad range of people, including senior management and external contractors.
- > Proven experience in relationship management and negotiating with a range of internal and external stakeholders.
- > Experience with Web content management systems and the maintenance of websites.
- > Successful record of providing quality customer service in either a public or private sector environment.

Knowledge:

- > Knowledge of corporate communications functions.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > A tertiary qualification in journalism, communications, public relations or related field.

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience:

- > Nil

Knowledge:

- > Understanding of Government communication policies and protocols
- > Understanding of SA Health Procurement and Supply Chain functions.

- > Health issues in South Australia.

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 the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > *For appointment in a Prescribed Position* under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for *'Approved Aged Care Provider Positions'* every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > 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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 Procurement and Supply Chain Management service performs both a state-wide strategic leadership and operational role in sourcing, contract management, commercial advice, supply chain and logistics and fleet management to support the delivery of public health services in South Australia. With a large and diverse workforce the service provides specialist and critical functions to ensure SA Health can meet its objectives.

- Setting and promoting the procurement and supply chain management and policy position for SA Health
- Developing, implementing and maintaining procurement and supply chain management technology and systems of work
- Identifying and leading reform projects to continually provide value for money and improve health care services
- Building capacity within SA Health to effectively undertake procurement activities and manage provider and supplier contracts
- Developing procurement strategies and leading tenders for large, complex and commercially/politically sensitive items which range from service arrangements with the not for profit sector, ICT goods and services, health consumables and equipment (e.g. biomedical) and other services
- Developing contract management strategies and managing complex and critical contracts
- Managing the procurement, storage, replenishment and distribution of items to public hospitals, dental clinics, pathology laboratories, ambulance stations and primary health care centres
- Undertaking an emergency management role in supply chain and logistics
- Managing SA Health's fleet of vehicles
- Leading and participating in cross Agency and cross-jurisdictional initiatives

Procurement and Supply Chain Management supports the operations of the Product Standardisation Committee by providing executive office services, liaising with internal and external stakeholders in relation to product standardisation and undertaking primary evaluation of proposals and written reports for the Committee on new products and product standardisation initiatives.

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	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	26/03/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/2019	04/06/2019	Added categories for immunisation requirements on front page.
V6	05/06/2019	25/06/2019	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/2019	9/6/2020	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
V10	22/06/2022		Minor formatting amendments and added a statement under the Code of Ethics section. Updated the Division section.
V11	26/06/2024		Update role and division titles to align with recent departmental and team name changes.