



ROLE DESCRIPTION

Role Title:	Project Officer
Classification Code:	ASO-5
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Hospital/ Service/ Cluster:	
Division:	Digital Health SA
Department/Section / Unit/ Ward:	EMR
Role reports to:	EMR Project Manager
Role Created/ Reviewed Date:	December 2023 V10 update
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 Project Officer is responsible for managing and coordinating the delivery of significant EMR activities and projects, including responsibility for a range of complex and/or sensitive projects and processes. The Project Officer may provide a range of specialist administrative support services, document production and reporting functions for the EMR Project Board, EMR Executive, EMR Project Office and the EMR Committees, Working Parties and Advisory Groups

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Works with Directors, management and staff within the EMR Project and SA Health.
- > Participates on and provides executive support to various EMR Governance committees and their members.

External

Required to liaise with clinicians, administrative and other relevant personnel, across SA Health.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Discrete and/or sensitive projects and associated projects for the EMR Project are developed and implemented.
- > The objectives and scope of specific EMR Project projects are assessed and managed including the translation into operational plans.
- > Planning, scheduling, implementation and monitoring of a range of activities related to assigned EMR Projects and the implementation of risk mitigation strategies are managed effectively.
- > Specified review dates for a range of EMR Project activities are monitored to ensure that all required work is completed on time in compliance with internal and external requirements.

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Project Management	<ul style="list-style-type: none"> > Develop and implement discrete and/or sensitive projects and associated projects for the EMR Project. > Assess the objectives and scope of specific EMR Projects and managing the translation of requirements into operational plans. > Manage the planning, scheduling, implementation and monitoring activities related to assigned EMR Projects and the implementation of risk mitigation strategies. > Facilitate and lead discussions with EMR Executives and stakeholders to review project scope / progress. > Reconcile priority needs against available resources and opportunities. > Provide project status reports and communication of change management strategies, risks, issues and mitigation strategies to the EMR Executive, team members and key stakeholders. > Develop, establish and implement efficient project and work practices with external contractors engaged by the EMR Project or by virtue of the specific project. > Provide expert advice and consultancy services in the development of reports to address specific project requirements. > Undertake research and collate evidence and relevant information to inform decision making.
Project Support	<ul style="list-style-type: none"> > Develop, implement and maintain a range of procedures and processes to manage strategic EMR Project workflows and reporting. > Manage and monitor appropriate correspondence registers on a daily basis and ensure that information for the EMR Project is regularly provided or updated in a timely and efficient manner. > Manage and monitor specified review dates for a range of EMR Project activities to ensure that all required work is completed on time in compliance with internal and external requirements. > Develop and prepare reports, letters, briefing notes, submissions, agenda papers and day to day correspondence for and on behalf of relevant directors. > Undertake the efficient recording, preparation and distribution of minutes for a range of EMR Committees, Working Parties and Advisory Groups and specific vendor meetings or negotiations. > Coordinate and monitor the efficient follow-up of Board and Committee

	<p>action items to ensure they are undertaken and completed in an appropriate and timely manner.</p> <ul style="list-style-type: none"> > Maintain professional, ethical and productive working relationships with other agencies of Government and external service providers. > Participate in the development of plans and business cases for new projects and service improvements. > Develop, implement and maintain information systems to ensure the appropriate and timely dissemination of information to members of staff.
Continuous Improvement	<ul style="list-style-type: none"> > Contribute to the development of an integrated eHealth Communication team approach and culture which is highly responsive to the needs of the EMR Project. > Demonstrate appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Participate in the Performance Review and Development program which will include a regular review of the employee's performance against the responsibilities and outcomes of their position. > Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role. > Support the development of a culture and ethos across the EMR Project which is outcome and performance focused. > Contribute to the generation of ideas for the improvement and review of work practices.
Project Management	<ul style="list-style-type: none"> > Develop and implement discrete and/or sensitive projects and associated projects for the EMR Project. > Assess the objectives and scope of specific EMR Projects and managing the translation of requirements into operational plans. > Manage the planning, scheduling, implementation and monitoring activities related to assigned EMR Projects and the implementation of risk mitigation strategies. > Facilitate and lead discussions with EMR Executives and stakeholders to review project scope / progress. > Reconcile priority needs against available resources and opportunities. > Provide project status reports and communication of change management strategies, risks, issues and mitigation strategies to the EMR Executive, team members and key stakeholders. > Develop, establish and implement efficient project and work practices with external contractors engaged by the EMR Project or by virtue of the specific project. > Provide expert advice and consultancy services in the development of reports to address specific project requirements. > Undertake research and collate evidence and relevant information to inform decision making.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to apply high level verbal and written communication skills with people at all levels.
- > Demonstrated ability to work independently, under limited direction and as part of a team, and to identify performance outcomes, plan and manage workloads and set priorities to achieve objectives and meet deadlines, often in a context of competing priorities and expectations.

Experience:

- > Proven experience in supporting the delivery of multiple projects, including processes and associated tasks.
- > Proven experience in undertaking high-level research, analysis, project management, consultation and negotiation.
- > Proven experience in providing strong executive officer support to committees and project teams in a public sector environment.
- > Proven well-developed experience in utilising a range of computer based systems and applications.
- > Proven experience in consulting, negotiating and liaising with customers, stakeholders and other Government agencies.

Knowledge:

- > Knowledge of SA Health objectives and goals, in particular the role and objective of the EMR Project.
- > Knowledge of project management principles, change management practices and administrative processes in a large complex organisation.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Any relevant tertiary or technical qualifications in areas including executive/administrative support or project management.

Knowledge:

- > Knowledge of the broader health, welfare and government system.

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.
- > 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:

SA Health has committed to implementing a new Enterprise Patient Administration System ("EMR") as the foundation of Australia's first fully integrated state-wide electronic Health Record ("eHR").

The implementation of an EMR will signal significant change throughout SA Health. Most, if not all, medical, nursing, midwifery, allied health and support staff will be affected by the introduction of the new system and in particular the new capabilities and associated ways of working that will result from the introduction of an EMR.

Clinical leadership and engagement will be paramount to drive business change across the health system with particular focus on developing new business models of patient care which the EMR solution will be configured to support. As a result, clinical engagement for the EMR project will need to commence in the planning phase for the Project and continue throughout the implementation and post-implementation phases to ensure effective and efficient delivery of the EMR Project. The SA Health EMR Project is a clinical Project that uses information technology to support clinical practice innovation. Therefore embedding an ethos of innovation and clinical engagement through the course of the Project is critical.

The EMR Project brings together SA Health leadership, the clinical community, administration and ICT staff into a single Project Team responsible for the implementation of EMR across all South Australia's health care facilities. The EMR solution will play a central role in supporting the South Australian health reform agenda by providing the means of transforming SA Healthcare: A single information system for partnerships in care at all times in all places.

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
V10	08/12/2023		