



## ROLE DESCRIPTION

<b>Role Title:</b>	Senior Materials Maintenance Officer
<b>Classification Code:</b>	ASO6
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Hospital/ Service/ Cluster:</b>	Supply Chain Excellence
<b>Division:</b>	Corporate and Infrastructure Division
<b>Department/Section / Unit/ Ward:</b>	Procurement, Supply Chain and Finance (PSCF)
<b>Role reports to:</b>	Inventory Manager
<b>Role Created/ Reviewed Date:</b>	March 2021 / September 2024
<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:

- > Managing the development and ongoing maintenance of SA Health's catalogue to support the common item and material maintenance needed for supply chain management solution across SA Health, so that it is maintained across all areas, and achieves the highest possible standards of quality.
- > Ensure the SA Health Catalogue item and material attributes are developed and maintained to enable users to make informed decisions.
- > Ensure that item and material attributes fit within the business rules at all times, to allow for the most effective supply chain strategy.
- > Ensure analysis and reporting is provided to stakeholders to pro-actively assist them achieve their business objectives.
- >

### Direct Reports:

- > Materials Maintenance Officers (ASO4)

### Key Relationships/ Interactions:

The Senior Materials Maintenance Officer establishes and maintains effective working relationships with:

- > Procurement and Supply Chain Management managers and staff
- > SA Health customers and health unit executive and management
- > Key SA Health and SA Government groups (Finance, eHealth, Shared Services)
- > SA Health supplier community
- > Other external providers, e.g. Oracle, NEHTA, Open Windows and GS1 Australia.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Participating as a senior member of a team which provides item and materials data strategy, analysis and maintenance services to systems which are currently being deployed across a large and diverse user base, and within an organisation undergoing process and business change.
- > Actively contributing to the implementation and refinement of consistent and robust processes in a constantly changing environment.
- > Driving change in a data support environment that is highly engaged with the business to meet their objectives.

### Delegations:

- > Level 5 Human Resource Delegations.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Materials Management Inventory Supply Chain Operations</b>	<ul style="list-style-type: none"><li>&gt; Providing subject matter expertise to the ongoing item and material data attributes and maintenance of the catalogue.</li><li>&gt; Administering complex cataloguing activities to ensure the integrity of the catalogue is maintained to the highest possible standard.</li><li>&gt; Ensuring the integrity and quality of item and material data is maintained.</li><li>&gt; Overseeing the functional administration of catalogue structures and item information.</li><li>&gt; Developing and implementing item and material data business rules that meet SA Health's business objectives and align with global and national directions.</li><li>&gt; Ensuring that item and material data attributes are maintained across the systems in a way that enables full functionality and reduces user interaction.</li><li>&gt; Identifying and resolving complex system, integration or item and material data issues and providing expert advice to end users.</li></ul>

	<ul style="list-style-type: none"> <li>&gt; Managing the synchronization of item and material data that supports the NEHTA Supply Chain strategy.</li> <li>&gt; Establishing, monitoring, and maintaining systems and processes for quality management and information security management.</li> <li>&gt; Ensuring processes are maintained to review and evaluate item and material data to ensure currency and accuracy.</li> <li>&gt; Coordinating the creation of user guidelines relating to item and material data maintenance systems and processes.</li> <li>&gt; Ensuring compliance with security policies and guidelines regarding system and user administration.</li> <li>&gt; Reviewing, analysing, and making recommendations regarding current and future item and material data management maintenance requirements.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>&gt; Ensuring that service provision and the activities of the Directorate are customer focused and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of business stakeholders and end users.</li> <li>&gt; Ensuring the quality of item and material data within the supply chain management system by seeking feedback from end users and addressing issues strategically.</li> <li>&gt; Communicating changes to stakeholders in a timely and effective manner.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>&gt; Developing and maintaining effective working relationships with key stakeholders to facilitate the effective implementation and utilization of supply chain management business systems across SA Health.</li> <li>&gt; Liaising with internal and external stakeholders, including undertaking relevant consultation processes and negotiations regarding items, products, and services to be included in the catalogue.</li> <li>&gt; Maintaining an up-to-date understanding of emerging business needs, changes to health service delivery and the technologies relevant to</li> <li>&gt; supporting supply chain service delivery within the health sector.</li> </ul>
<b>Personnel &amp; Organisation</b>	<ul style="list-style-type: none"> <li>&gt; Developing and maintaining a work ethos that focuses on the achievement of identified program/service outcomes.</li> <li>&gt; Fostering the development of staff through coaching and training staff to build their capacity.</li> <li>&gt; Establishing a professional environment to encourage the personal and professional development of peers and direct reports.</li> <li>&gt; Contributing to a positive work culture, which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Nil

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

- > Proven ability to think strategically, conceptualise and resolve complex problems creatively.
- > Proven ability to work under broad direction, use initiative and make sound decisions based on an analysis of risk and complex business needs.
- > Highly developed written and verbal communication skills, in particular the demonstrated ability to provide sound advice to system users.
- > An ability to manage to 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:**

- > Proven experience mentoring, coaching and coordinating staff and working effectively with others in a project team environment.
- > Proven experience in managing and maintaining item and material data, catalogue structures and item information to support critical business systems in a large or complex environment.
- > Experience in relationship management and liaising with a range of internal and external stakeholders; including the continuous focus on improvement to ensure a high level of customer service delivery.
- > Demonstrated experience in the analysis, interpretation and reporting of item and material data to stakeholders to enable decision-making.
- > Experience in the use of the Microsoft Office suite of applications, specifically including working experience in advanced Excel.
- > Experience within an inventory management and supply chain operation and proven experience in those methodologies and principles.

#### **Knowledge:**

- > Working knowledge of item data management methodologies, principles and processes within a procurement and supply chain management environment.
- > Knowledge of item and material attribute impacts on supply chain operations
- > Knowledge of the global and national standards and direction associated with procurement and supply chain management data.

### **DESIRABLE CHARACTERISTICS**

**Educational/Vocational Qualifications:**

- > An appropriate qualification in a healthcare, business, commerce, information technology or procurement related field.

**Personal Abilities/Aptitudes/Skills:**

- > Nil

**Experience:**

- > Experience managing product catalogues in a health services context and maintaining item and material data related processes.

**Knowledge:**

- > Understanding of health sector services and activities.
- > Knowledge of client-server, SQL databases, web technologies, and reporting tools.

### 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.

## 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	10/6/2020		Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6
V10	17/06/2022	08/11/2023	Minor formatting amendments and Role Reports To updated
V11	08/11/2023	10/09/2024	Minor formatting amendments and Department/Role Reports To updated
V12	11/09/2024		Added direct reports and Department + Delegation Level updated