



ROLE DESCRIPTION

Role Title:	Senior Network Incident Command Centre (NICC) Support staff		
Classification Code:	ASO6	Position Number	
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Business Reform		
Division:	Operational Services		
Department/Section / Unit/ Ward:	Disaster Resilience Unit		
Role reports to:	Manager – Disaster Resilience Unit		
Role Created/ Reviewed Date:	15/11/2021		
Criminal History Clearance Requirements:	<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:	<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 Senior Network Incident Command Centre (NICC) Support staff is responsible for supporting the CALHN COVID-19 Incident Management Team through the provision of NICC Support leadership and key intelligence monitoring and reporting, information management and related administrative tasks. <ul style="list-style-type: none"> • Undertake NICC Section Officer responsibilities as required • Undertake NICC Manager responsibilities as required/rostered. • Undertake NICC Support responsibilities, as required • Undertake Network Incident Management Team (NIMT) Support responsibilities, as required.
Direct Reports: <ul style="list-style-type: none"> • When rostered as the NICC Manager; <ul style="list-style-type: none"> ○ NICC Support staff ○ Network Incident Management Team (NIMT) Support staff
Key Relationships/ Interactions: <u>Internal</u> <ul style="list-style-type: none"> • Accountable to the Manager – Disaster Resilience Unit, (or delegated NICC Support Section Officer). • CALHN COVID-19 Incident Management Team • NICC Support staff • NIMT Support staff • Works with other members of the NICC Support Section • Works with the other members of the Disaster Resilience Unit. <u>External</u>

- Liaises closely with the State Control Centre – Health (SCC-H)

Challenges associated with Role:

Major challenges currently associated with the role include:

- RAH is the primary adult receiving site for COVID-19 in South Australia
- Incident management activities can be dynamic, stressful, and ever changing.
- Incident management activities can require multi-tasking and re-prioritisation of task management
- Rostering requirements will be dynamic and evolve in line with the incident and IMT requirements.

Delegations:

Delegated Level N/A

Staff supervised: Direct Nil Indirect Various

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 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.
- This role is expected to be based at Royal Adelaide Hospital during physical NICC activation and operations, however may be based at another CALHN site during any virtual operations.
- The role is initially planned for a 5-day roster - 8 hr day,
 - This role may change to 7 day operations
 - This role may change to support shift work (8 - 12 hour shifts)
 - This role may change to be required to support a 24/7 roster
 - The above is all as dictated by NICC operational activity.

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 & 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 both CALHN and the broader 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.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at centraladelaide.health.sa.gov.au.

Resilience:

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

Integrity Statement:

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Positively lead and contribute to the NICC Support Section – NICC Manager role (when rostered)	<ul style="list-style-type: none"> • Provide leadership to the NICC when rostered to the NICC Manager role • Coordinate NICC Support physical and human resources, as required. • Mentor and provide 'just in time/ad-hoc' training NICC Support personnel as required • Relieve the NICC Support Section Officer, as required • Provide support, advice and direction to the Network Commander and the IMT for COVID-19 operations • Provide support, advice and direction to the NICC Support staff during NICC operations • Develop, deliver and/or lead NICC briefings for the Network Commander, including face to face and online via virtual platforms
Positively contribute to the NICC Support Section	<ul style="list-style-type: none"> • Provide a sound customer service focussed approach to supporting the NICC operations • Provide support to the Network IMT Section Officers and their respective Cell Leads, as required/directed • Support the other NICC Support Section personnel • Seek to utilise and embed a continuous improvement and lessons management process in operational activities • Support the access to and analysis of information, as well as validation to support situational intelligence for NICC operations • Provide feedback to the NICC Manager as to NICC operations
Lead and/or support information management as a core priority for the NICC Support Section	<ul style="list-style-type: none"> • Manage the NICC Incident Information Register, including the capture of key incident related decisions • Coordinate the outbound, upstream escalations to the State Control Centre – Health (SCC-H) • Manage the NICC mailbox and inbound and outbound correspondence, including the appropriate filing of records • Manage the relevant network drives as they relate to file and information management to ensure both archival and contemporaneous records are maintained • Draft and/or complete written briefings as required • Develop incident related resources as required to support the Network Commander and the Network IMT. • Attend and positively contribute to internal and external working groups and committees, (this may involve providing Executive Officer support in some cases). • Write, review and revise existing incident related documents and plans

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Proven well developed ability to direct and lead teams under pressure, including participation and leadership in incident response.
- Proven high level ability to undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues.
- Demonstrated high level ability to work effectively under broad direction, either independently or in a team, and to develop, implement, monitor and review policies and procedures.
- Demonstrated well developed ability to communicate effectively in writing and verbally with a variety of people including negotiating and liaising with senior management, external agencies, contractors and other individuals within a multi-disciplinary team.
- Implement systems and processes that underpin high quality research and analysis
- Sound (intermediate) skills with using Microsoft suite of programs, such as Outlook, Excel, Word, MS Teams, PowerPoint

Experience

- Proven high level experience in the management and provision of disaster/emergency management and/or incident response.
- Proven ability to develop, implement, facilitate, evaluate, debrief and formally report on disaster/emergency and/or business disruption exercises
- Proven well developed ability and capacity to train staff and deliver effective workplace training, as well as develop/evaluate assessment and/or audit material.
- Demonstrated well developed experience in the delivery of effective project and programme management.
- Experience in analysing complex and critical problems, conducting investigations, and implementing recommendations and improvements.

Knowledge

- Familiarity with various incident management methodologies
- Detailed high level knowledge of project, programme and quality improvement methodologies
- Knowledge of the CALHN Incident Management Framework
- Knowledge of the SA Emergency Management and Public Health Acts and associated arrangements.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Certificate IV (or higher) in Training and Assessment (TAE40116)
- Diploma (or higher) of Public Safety – Emergency Management (PUA52312)
- Diploma (or higher) of Project Management (BSB51415)
- Post graduate studies in emergency management, business continuity, security management, risk management and/or project management.

Experience

- Experience in similar (Command Centre Manager | Chief of Staff | Command Centre Coordinator roles) Command Centre leadership support roles

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Strategic 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.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonatLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit centraladelaide.health.sa.gov.au.

Division/ Department:

The CALHN Disaster Resilience Unit is a small, high performing unit that has tactical and operational oversight of emergency preparedness, emergency response, disaster management, business continuity and security services across Central Adelaide sites.

Values and behaviours

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values

People first

Behaviours

- I am there for my patients and colleagues when they need me most.
- I put myself in my patients and colleagues shoes to understand their needs.
- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.
- I respect uniqueness in my colleagues, our patients and their families.

Ideas driven

- I look and listen to ensure I fully understand the problem and find a solution.
- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.
- I invest in my own learning and look for opportunities to explore and introduce new ideas.
- I am interested in critical research and how it informs creative thinking.

Future focussed

- I embrace leading practices and use them to evolve our ways of working.
- I lead and support change to improve patient and organisational outcomes.
- I am constantly on the look-out for opportunities to improve.

Community minded

- I put my hand up to lead work that matters.
- I am accountable and focused on value.
- I value and champion diversity.
- I embrace collaboration and constructive partnerships.

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.

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 understand the responsibilities associated with role, the role and organisational context and the values of CALHN as described within this document.

Name:

Signature:

Date: