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SA Health Job Pack

Job Title	Executive Director Medical Services
Eligibility	Open to Everyone
Job Number	732992
Applications Closing Date	28 August 2020
Region / Division	Riverland Mallee Coorong Local Health Network
Health Service	RMCLHN Executive
Location	Berri or Murray Bridge
Classification	MD2
Job Status	Ongoing P/T - 30 hours p/wk
Total Indicative Remuneration	\$467,627 - \$739,185 pa (pro rata)

Contact Details

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Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Screening - **DHS**
- ☐ DHS Disability Services Employment Check - **DHS**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category A (direct contact with blood or body substances)

- This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category A (direct contact with blood or body substances). [Please click here for further information on these requirements.](#)

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

ROLE DESCRIPTION

Role Title:	Director Medical Services
Classification Code:	MD-02
LHN/ HN/ SAAS/ DHA:	Riverland Mallee Coorong Local Health Network
Hospital/ Service/ Cluster	Riverland Mallee Coorong LHN
Division:	Executive
Department/Section / Unit/ Ward:	Berri
Role reports to:	Chief Executive Officer, Riverland Mallee Coorong LHN
Role Created/ Reviewed Date:	
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> DHS Disability Services Employment Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Director, Medical Services (DMS) is accountable for:

- Ensuring clinical governance and audit processes for the delivery of safe, high quality medical care.
- The management of medical staff and medical service contracts in the LHN, including oversight for recruitment and orientation of new Medical Officers.
- Ensuring that the medical workforce achieve and/or maintain competencies as required by the specialist colleges, the South Australian Medical Education and Training, Health Advisory Council (HAC), and the Medical Board of Australia. Also ensuring that all Medical Officers are appropriately credentialed in accordance with SA Health Credentialing Policy.
- Ensuring service coordination through effective communication between resident and visiting medical officers and Specialists, Salaried Medical Officers, General Practitioners, SA Ambulance, SA Retrieval Service, Rural and Remote Mental Health Service and other clinical services.
- Implementing the SA Health Clinical Services Capability Framework, clinical policies and best practice clinical protocols.
- Strategic and clinical input into clinical services and service delivery models across the LHN.
- May hold responsibility for a RMCLHN-wide portfolio, as negotiated with the CEO RMCLHN

Direct Reports:

- All Heads of Unit/Department Medical Officers.

Key Relationships/ Interactions:

- Accountable to the CEO RMCLHN
- Supervises Salaried Medical Staff employed by RMCLHN.
- Manages medical service contracts, GP contracts, works closely with staff specialists and communicates effectively with resident and visiting specialists.
- Works closely with other members of the LHN Executive Leadership Team
- Works collaboratively with the RMCLHN EDMS other Clinical Directors and Advisors.
- Liaises with other Directors of Medical Services across LHN's and metropolitan health units.
- Works with the RMCLHN and workforce staff at RMCLHN on all contracts and Fee For Service (FFS) arrangements

Challenges associated with Role:

Major challenges currently associated with the role include:

- Operating successfully in a large and diverse organisation with a high community profile and responsibility for delivering a wide range of services and outcomes.
- Ability to be influential within a matrix structure where combinations of direct and professional reporting relationships exist.
- Managing sensitive information and investigations i.e., medico legal and Coroner's cases and enquiries.

Delegations:

As directed by RMCLHN CEO

Resilience:

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

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 SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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.
- Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Workers in South Australia 2010.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- Disability Discrimination.
- Code of Fair Information Practice.
- 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.

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 Statement:

RMCLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > 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.
- > A current Driver's Licence is essential. Some intra/ intrastate travel required.
- > Rights to Private Practice in accordance with the Private Practice Agreement.
- > Will be permitted, and may be required, to be involved in direct medical care in agreed areas and as required on an emergency basis as well as in an internal or external disaster.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Safety and Quality: to ensure high quality and safety standards of patient care	<ul style="list-style-type: none"> • Implementation of the SA Health Clinical Services Capability Framework, clinical policies and best practice clinical protocols, ensuring that service delivery in the LHN align with this quality and safety framework. • In partnership with the LHN Director of Nursing (RDON), leading the LHN Clinical Governance structure, including relevant committee and reporting functions. • Facilitating the implementation of effective clinical review mechanisms, morbidity and mortality reviews and quality improvement processes. • Contributing to the achievement of organisational accreditation. • Liaising with other service providers to promote continuity of care and access to emergency and specialised services. • Promoting patient-focused service delivery and respect for patient rights, seeking feedback in evaluating services and responding to patient complaints. • Investigating patient complaints and prepare correspondence and reports relating to medico-legal and insurance matters. • Systematically identifying and addressing risk to service delivery. • Investigating incidents and leading Root Cause Analysis processes. • Ensuring appropriate availability and control of the use of drugs by medical staff. • Providing leadership on anti-microbial stewardship.
Quality Improvement in line with National Standards	<ul style="list-style-type: none"> • Participate in and provide support to staff in the Quality Improvement and Accreditation process. • Formulate, implement and review clinical policies, procedures and local worksite instructions for the service. • Maximise the participation of consumers and carers in the planning and evaluation of services. • Evaluation and continuous improvement of work practices and services. • Provide leadership in implementing new models of care by engaging and working with all frontline medical and other clinical staff. • Provide support as required in the local implementation of EPAS and other relevant clinical information systems <p>The Director of Medical Services will promote and develop continuous quality improvement in Clinical and Medical practice within RMCLHN LHN by:</p> <ul style="list-style-type: none"> • Being primarily responsible for establishing and maintaining a Clinical Risk Management and patient safety program that adopts the relevant principles promoted by the Australian Commission on Safety and Quality in Health Care at State and national levels. • Working closely with the LHN Quality Manager and Clinical Risk Coordinator in health units. • Working closely with medical staff, Directors of Nursing and allied health staff internally and externally.
Human Resource related functions – management and recruitment of medical officers.	<ul style="list-style-type: none"> • The Director of Medical Services shall ensure the appropriate Human Resource principles are followed and applied to medical staff working within the health services and across the LHN by ensuring: <ul style="list-style-type: none"> • Adherence to the relevant guidelines occurs in a manner consistent with the role and functions of the organisation and within the limits of the resources available. • A safe and healthy working environment for all employees is maintained.

	<ul style="list-style-type: none"> • Proper orientation processes for all medical staff and contractors, and their ongoing performance management and development. • Information relating to staffing levels, turn-over rates and absenteeism for future planning and the development and maintenance of a medical workforce plan for RMC is developed consistent with the RMCLHN Strategic Plan. • The appropriate procedures are in place for the recruitment, credentialing, privileging and appointment of medical staff. • Leave for staff is allocated fairly, while maintaining adequate medical cover to meet rostering needs. • The professional and personal development of medical staff is facilitated and the development of strategies to improve competencies of personnel occurs.
Ensure effective management of medical services and education/teaching	<ul style="list-style-type: none"> • Oversight of the delivery of safe, high quality medical care, including clinical governance and audit processes. • Recruitment, orientation and management of medical staff and medical service contracts including resident and visiting specialists. • Ensuring adequate and competent medical personnel are available and rostered to provide the desired range of medical services. • Developing and managing the medical staff budget. • Ensuring junior medical staff achieve appropriate competencies as required by the specialist colleges, the South Australian Medical Education and Training Health Advisory Council and the Medical Board of Australia. • Coordinating the provision of clinical supervision and appropriate continuing education programs for trainee medical practitioners and salaried staff. • Liaising with clinical services and coordinating medical rotation placements with other teaching hospitals. • Strategic leadership and oversight of the LHN's medical workforce training programs, in conjunction with the relevant universities and metropolitan health units. • Effective communication and service coordination between resident and visiting Specialists, Salaried Medical Officers, General Practitioners, SA Ambulance, MedSTAR retrieval service, Rural and Remote Mental Health Service, SA Pathology, SA Pharmacy, local imaging providers and other clinical services.
Contribute to effective service planning and development by	<ul style="list-style-type: none"> • Involvement as a member of the LHN's executive leadership team in settling the strategic directions, planning and management of medical services. • Working with other service delivery managers and health units to promote continuity of care, better client management in the community and the hospital avoidance strategies. • Provide advice to the RMCLHN CEO on medical service and workforce matters. • Assisting in developing clinical network links with RMCLHN and metropolitan based services in line with State-wide Clinical Networks. • Providing clinical input to the development of budget and service planning decisions. • Developing and implementing departmental action plans. • Coordinating auditing of fee for service and expense claims by visiting and salaried medical officers, and liaising with Directors of Nursing to address any issues arising. • Ensuring medical records are appropriately kept and that the timely statistical data is available to the CEO RMCLHN and SA Health. • Monitoring equity and accessibility of services to all groups in the community.

	<ul style="list-style-type: none"> • Contributing to settling clinical objectives and priorities for the development of services across the health services. • Assessing equipment and planning for equipment acquisition.
Professional Development	<ul style="list-style-type: none"> • Maintain own professional knowledge and skills through the participation in personal and professional development activities. • Participate in regular performance reviews and evaluation of own practice. • Ensuring that Medical workforce within the LHN has undertaken an annual performance review. • Learn, practice and lead on patient safety and quality improvement knowledge and skills.
Ensure a safe working environment at all times by:	<ul style="list-style-type: none"> • Maintaining effective work practices. • Making proper use of all safeguards, safety devices and personal protective equipment (as required in undertaking the duties of the position). • Taking reasonable care to protect the health and safety of self and others. • Attending mandatory training programs. • Contribute to the well-being of people in South Australia through participation 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. • Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.
Contribute to the promotion and implementation of the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by:	<ul style="list-style-type: none"> • Delegations of Authority. • Disability Discrimination Act. • Privacy Act 1988. • Freedom of Information Act. • SA Information Privacy Principles. • Code of Ethics for the South Australian Public Sector. • Code of Fair Information Practice. • Work Health and Safety Act 2012. • Workers Rehabilitation and Compensation Act. • AS/NZA ISO 31000:2009 Risk Management Standard. • Equal Opportunity Act. • Health Care Act 2008.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Appropriate Specialist Qualification for Consultant / Senior Consultant registrable as a Specialist with the Medical Board of Australia

Personal Abilities/Aptitudes/Skills:

- Established academic track record as well as experience in innovative and high quality contemporary service delivery.
- Strong leadership skills with the ability to engage, motivate, build trust and inspire others to achieve objectives.
- Strategic foresight; ability to think strategically at a system wide level, with the ability to execute vision.
- A change leader, motivated by continuous improvement and able to drive transformational change.
- Demonstrated ability to evaluate group and individual performance against agreed objectives.
- Exceptional communication and presentation skills.
- Personal integrity and a strong reputation for ethical conduct.
- Demonstrated personal qualities and skills to resolve interpersonal conflicts and solve problems in a positive manner.
- Demonstrated capacity to effectively manage in an environment of dynamic change and financial constraint.
- Professional commitment to the principles of quality, clinical governance and patient safety.

Experience

- Experience in providing leadership to a complex multi-disciplinary organisation in a climate of continuing change, increasing the effectiveness and accountability of the organisation and/or programs.
- Experience in the preparation, implementation and evaluation of strategic plans, policies and strategies dealing with complex issues.
- Experience in the management of risk and increasing the effectiveness and accountability of risk management strategies and organisational operations.
- Experience in continuous improvement activities.
- Experience in the management of contracts.
- Demonstrated success in the effective management of human, financial and material resources.

Knowledge

- Demonstrated knowledge of public health system operations, particularly as they related to acute and primary health care services across the continuum of care.
- An understanding of the emerging directions within health services, nationally and internationally.
- Knowledge of the political and socio-economic factors that impact on health services.
- Knowledge of the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the Occupational Health Safety and Welfare Act, utilising AS/NZ 4360 Risk Management or to an equivalent set of standards.
- Demonstrated knowledge of the National and State directions in relation to quality and safety.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Fellowship of the Royal Australasian College of Medical Administrators.
- Tertiary qualification in Health Management or Business Administration.
- Other Post Graduate specialist, research or educational qualifications.

Experience

- Medical administration in a clinical service or health unit.
 - Experience at senior management level in a rural hospital or LHNal setting.
 - Experience in the provision/management of an effective medico-legal claims management service.
 - Change management.
 - Contract management.
 - Planning and implementing medical quality assurance and peer review activities.
 - Experience in the conduct of clinical research and research translation.
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Knowledge

- Broad knowledge of the South Australian Health system, its component parts and their inter-relationships.

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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

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:

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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.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

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 SA Health as described within this document.

Name:

Signature:

Date: