



ROLE DESCRIPTION

Role Title:	Senior Strategic Engagement Adviser
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHW:	DHW
Hospital/ Service/ Cluster:	Strategic Engagements
Division:	Corporate Services & Infrastructure
Department/Section / Unit/ Ward:	Procurement Supply Chain & Finance (PSCF)
Role reports to:	Senior Manager Engagement and Special Projects
Reviewed Date:	July 2024
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

As the Senior Strategic Engagement Adviser you are responsible for coordinating various elements of Procurement and Supply Chain Management's internal and external communication, stakeholder management and engagement activities. The Senior Strategic Engagement Adviser will assist the Senior Manager, Strategic Engagement & Projects in taking a leadership role within the team and providing guidance and leadership to the advisers on day-to-day tasks. The Senior Strategic Engagement Adviser will also be required to lead projects and supervise business as usual to ensure attention to detail is adhered too across all channels.

The key outcomes for this role are:

- > Coordinating internal and external engagement channels, including but not limited to the Supplier Newsletter, internal Monthly Recap and Social media context.
- > Manage and lead the PSCM LinkedIn account, including social media strategies, content creation and reporting.
- > Management of a portfolio within PSCM to proactively identify newsworthy items and opportunities for the Strategic Engagement and Projects team.
- > Management of PSCM's presence on the internal intranet and external website to ensure information is timely and accurate. This included identifying opportunities to display information in different ways.
- > Development of communication plans in line with SA Government communication templates for a range of projects.
- > Management of SA Health PSCM brand guidelines and development of compliant templates. This includes PowerPoint, MS Word templates, print and web graphics.
- > Provide services to the PSCM leadership team for external engagements to ensure PSCM is presented in a highly professional manner in all correspondence and across all communication mediums.
- > Speech and copy-editing writing for senior leadership, as directed by the Senior Manager Strategic Engagement and Projects.
- > Support departmental projects and initiatives as directed by the Senior Manager Strategic Engagement and Projects.
- > Manage the Strategic Engagement Advisers, ensuring consistency of messaging, high quality work and

timeliness for across all content.

- > Oversee a portfolio of teams within the business unit proactively providing advice and identifying content and projects for the Strategic Engagement & Projects team.

Direct Reports:

- > 2 x Strategic Engagement Advisers

Key Relationships/ Interactions:

The Senior Strategic Engagement Adviser is expected to work independently, be proactive in identifying opportunities for continuous improvement, maintain meticulous attention to detail and undertake work as directed by the Senior Manager, Strategic Engagement and Projects.

It is essential the Senior Strategic Engagement Adviser must establish and maintains strong working relationships with:

- > Procurement and Supply Chain Management leadership, managers and colleagues
- > DHW Colleagues- in particular Corporate Communications, Online Services unit and Corporate Services Division.
- > Clinicians and Health Unit executives and managers
- > Ministerial and Chief Executive staff
- > External industry bodies
- > SA Government departments, i.e. Department of Treasury and Finance, Office of the Industry Advocate
- > SA Health Suppliers and potential suppliers

Challenges associated with Role:

- > The need to balance competing priorities and deliver high quality service, while using initiative and judgement when dealing with a range of stakeholders.
- > The sometimes-complex subject matter of PSCM and skill required communicate key messages in concisely and in plain English.
- > Maintaining a high level of attention to detail and awareness of intended audience for outputs from the team.

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Organisation</p>	<ul style="list-style-type: none"> > Demonstrated ability to coordinate multiple, concurrent projects within deadlines. > Sets priorities and allocates time and resources accordingly. > Demonstrates resilience when faced with uncertainty or ambiguity. > Demonstrates problem solving, managing competing priorities and proactively identifying areas for improvement. > Ability to organise day-to-day priorities as well as large scale projects/
<p>Communication and Engagement</p>	<ul style="list-style-type: none"> > Ensuring the highest level of communications are maintained with SA Health suppliers, providers and customers and maintaining a close working relationship with key stakeholders. > Experience in stakeholder engagement at various levels. Experience in writing for various platforms to support marketing activities > Communicates effectively with a wide range of people and expresses ideas clearly and coherently, both verbally and in writing. > Coordinating, writing and editing information for external and internal publications including online content, promotional material and award submissions. > Ensuring publications and communications are consistent with SA Health's corporate identity and SA Government guidelines.
<p>Teamwork</p>	<ul style="list-style-type: none"> > Maintains strong relationships with key internal and external stakeholders. > Provide advice and guidance to staff on the presentation of material for advertising, promotions, and publications to adhere to the corporate image, the style guide, and SA guidelines. > Performing duties in a manner that reflects the values and ethical standards of the Procurement and Supply Chain Management Branch. > Contributing to a team culture of building others up and supporting the development of skills and experience. > Ability to work cohesively in the team with changing environment.
<p>Strategic Focus</p>	<ul style="list-style-type: none"> > Ensuring the ongoing planning, development and review of intranet and internet sites and content. > Proactively identifies opportunities for engagement and process improvement within the Strategic Engagement & Projects team. > Contributing to PSCM's strategic marketing and branding objectives through the identification and development of corporate publications, templates, forms and other documents (eg tender packages) that support procurement and supply chain business needs and facilitate best practice outcomes for the agency. > Ability to priorities completing requests in line with strategic priorities and ability to problem solve and adapt.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

Personal Abilities/Aptitudes/Skills:

- > Ability to analyse problems and demonstrate autonomy, authority and judgment in developing and implementing solutions in a face paced environment.
- > Highly developed written and verbal communication skills, in particular the demonstrated ability to subedit, proofread, and write creatively.
- > Adapts communication style to match the audience and the situation whilst maintaining brand integrity.
- > Demonstrates resilience when faced with uncertainty or ambiguity.
- > Ability to maintain a positive approach in the workplace and contributes to a constructive work environment.

Experience:

- > Experience in public sector or government organizations.
- > Experience in working with a broad range of people, including senior management and external contractors.
- > Demonstrated ability to pro-actively engage with required stakeholders to deliver outcomes.
- > Demonstrated ability to coordinate multiple, concurrent projects within deadlines.
- > Proven experience in relationship management and negotiating with a range of internal and external stakeholders.
- > Experience with Web content management systems and the maintenance of websites.
- > Experience in the development of communication strategies and/or strategic and complex projects, and other initiatives in a public health system context.

Knowledge:

- > Demonstrated knowledge with HTML email programs, Content Management Systems or similar platforms for social media and communications.
- > Demonstrated knowledge of Adobe InDesign, Photoshop and Premier Pro.
- > Demonstrated knowledge and experience with Microsoft Office programs such as Microsoft Word, Excel and PowerPoint/

Qualifications and Experience:

- > Advanced degree in Business, Public Administration, or a related field, with a strong emphasis on strategic management and leadership.
- > Extensive experience in a senior strategic role within a complex and dynamic organization, demonstrating success in strategic planning, stakeholder engagement, and leading high-impact projects.
- > Exceptional analytical, communication, and interpersonal skills, with the ability to influence and engage at all levels.
- > Proven track record in navigating complex political and social landscapes to achieve organizational objectives.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

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

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience:

- > Nil

Knowledge:

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

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.

Corporate Services: Procurement and Supply Chain Management

Operating within Corporate Services, Procurement and Supply Chain Management (PSCM) are responsible for the overarching strategic planning, governance and direction of SA Health's spend and critical requirements for goods and services. The role of PSCM includes the development of policies and processes to enable access to appropriate goods and services across SA Health, ensuring value-for-money procurement outcomes and timely delivery of products and services to enable the delivery of safe, affordable, and sustainable healthcare.

Using a centre-led model, PSCM leads allowing Local Health Networks and attached agencies the autonomy to complete procurement processes and contract management while adhering to cross-government policies and frameworks.

Four key pillars underpinning the work that is done within PSCM, are 'Our People, Our Patients, Our Technology and Our Partnerships. PSCM believe having the right people is the key to success. They adopt a patient focused mindset with everything they do and work to develop strong relationships with suppliers and stakeholders. By updating end-to-end capabilities through technological initiatives enables, PSCM continually works towards enabling safe, affordable, and sustainable healthcare for all South Australians.

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	12/07/2024		Original version, written to accommodate merging of PSCM and Finance business units.