



## ROLE DESCRIPTION

<b>Role Title:</b>	Procurement and Contract Manager
<b>Classification Code:</b>	ASO7
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Hospital/ Service/ Cluster:</b>	Clinical System Support & Improvement
<b>Division:</b>	Integrated Care Systems
<b>Department/Section/Unit/Ward:</b>	Hospital Community Integration
<b>Role reports to:</b>	Assistant Director Hospital Community Integration
<b>Role Created:</b>	September 2020
<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:

The Procurement and Contract Manager is primarily responsible for providing expert advice and services in relation to best practice contract and program management.

The role of the Procurement and Contract Manager includes but is not limited to:

- > Providing a broad range of high level strategic and operational services related to the management of contracts under the remit of the Integrated Care Systems Directorate with a particular focus the SA Community Care program.
- > Facilitating procurement and contract arrangements for goods, services and minor works.
- > Establishing and managing relationships with key suppliers and service providers.

### Direct Reports:

The role may have supervisory responsibility for the following:

- > ASO5 Procurement and Contract Officer.

### Key Relationships/ Interactions:

#### Internal

The Procurement and Contract Manager:

- > Establishes and maintains collaborative and effective relationships with key stakeholders across the Department for Health and Wellbeing.
- > Liaises with Directors and Managers within the Hospital Community Integration team and the Integrated Care Systems Directorate.
- > Fosters a collaborative relationship with a range of internal departments providing services to the Department for Health and Wellbeing.

External

The Procurement and Contract Manager:

- > Establishes and maintains collaborative and effective relationships with other SA Government agencies.
- > Fosters a collaborative working relationship with a range of external agencies providing services to the Department for Health and Wellbeing.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Providing accurate and consistent advice on the management of large, complex health services agreements.
- > Understanding the systems that support procurement for example, Procurement and Contract Management System (PCMS), Oracle and Objective.
- > Balancing competing priorities, tight timeframes and data release protocols to deliver high quality outcomes.
- > Dealing with highly sensitive information requiring strict adherence to confidentiality standards.
- > Liaising with and managing contracted service providers to ensure patient services are delivered in a safe, effective and sustainable manner consistent with contract terms.
- > Understanding multiple procurement scenarios and providing accurate and consistent procurement advice.

**Delegations:**

- > Nil.

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
Strategic Contract Management	<ul style="list-style-type: none"> <li>&gt; Provides expert advice and services in relation to best practice procurement and contract management particularly in relation to high value contracts.</li> <li>&gt; Leads the development and implementation of supply market strategies for projects that sit within the remit of the Integrated Care Systems Directorate in particular hospital avoidance strategies.</li> <li>&gt; Leads the development and implementation of specific contract management strategies in conjunction with key business stakeholders.</li> <li>&gt; Ensures compliance with statutory requirements.</li> <li>&gt; Oversees risk assessment, risk monitoring and the establishment of risk mitigation strategies and controls related to procurement and contract management.</li> <li>&gt; Facilitates evaluation and assessment of contractual performance.</li> <li>&gt; Researches, analyses and makes recommendations on appropriate procurement and contracting solutions.</li> <li>&gt; Makes recommendations on business needs and changes to service delivery and supply markets.</li> <li>&gt; Facilitates sharing of procurement, program and contract management knowledge and experience across the Integrated Care Systems Directorate.</li> <li>&gt; Implements continuous improvement initiatives and strategies.</li> <li>&gt; Manages and maintains business systems that support procurement and contract management processes including PCMS and Oracle.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Ensures appropriate approvals are obtained and processes are followed in accordance with SA Health and SA Government delegations and frameworks.</li> <li>&gt; Ensures contracts are in keeping with legislative requirements and are legally binding.</li> <li>&gt; Ensures contracts contain evidence of supporting SA Health and SA Government policies relating to procurement.</li> </ul>
Management of a Program	<ul style="list-style-type: none"> <li>&gt; Coordinates the establishment and review of contracts in a timely manner.</li> <li>&gt; Leads the implementation and monitoring of Key Performance Indicators (KPIs) and benchmarks in consultation with key stakeholders.</li> <li>&gt; Manages contract and provider/supplier performance including the resolution of issues.</li> <li>&gt; Identifies opportunities for improvement in both existing and future contracted supply arrangements.</li> <li>&gt; Undertakes the required whole of program activity and performance monitoring and reporting.</li> <li>&gt; Supports the Metropolitan Referral Unit with its day-to-day operation of the SA Community Care Program</li> </ul>
Provides executive and management with high quality, timely, strategic advice regarding the SA Community Care Program	<ul style="list-style-type: none"> <li>&gt; Research and provide key data as required to support decision making processes.</li> <li>&gt; Providing technical and operational advice, as required.</li> <li>&gt; Adopting a continuous improvement approach by monitoring, analysing and identifying areas of contract and service improvement.</li> <li>&gt; Proven high level experience in critically analysing complex information, problems and situations, and preparing high level recommendations, reports and submissions.</li> <li>&gt; Ensuring that Service Agreements and contracts are negotiated and reviewed appropriately.</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>&gt; Leads, develops and fosters positive working relationships with key suppliers and providers.</li> <li>&gt; Establishes and maintains relationships with other SA Government agencies and interstate jurisdictions to identify innovative procurement and contract management opportunities.</li> <li>&gt; Maintaining and developing effective communication links and collaboration with all relevant personnel, both within and external to the Department for Health and Wellbeing</li> <li>&gt; Educates and promotes awareness of effective procurement and contract management practices.</li> </ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications:

- > N/A.

#### Personal Abilities/Aptitudes/Skills:

- > Self-motivated, organised, demonstrated initiative and an ability to operate independently while remaining focused on agreed objectives that may have competing priorities.
- > Ability to think strategically, innovate and resolve problems.
- > Ability to take initiative and make sound decisions based on an analysis of risk and business needs.
- > Well-developed written and verbal communication skills, in particular the demonstrated ability to provide sound advice and prepare written reports and briefings.
- > Develop and implement procurement and contract management processes that are both transparent and defensible, as well as the ability to anticipate potential problems and redesign processes as to minimise recurrence.
- > Plan and coordinate strategic procurement and contract management processes including:
  - Composing and refining workplace documentation;
  - Managing relationships;
  - Managing contract performance; and
  - Coordinating and managing risk management practices.
- > Influence stakeholders, including senior managers, in the procurement and contract management processes whilst remaining compliant with relevant probity requirements.
- > Develop and execute negotiation plans with external stakeholders to support achievement of procurement objectives.

#### Experience:

- > Experience in convening and leading multi-disciplinary teams managing multiple projects and scheduling activities to achieve positive outcomes.
- > Experience in presenting information in ways that support appropriate interpretation to support better business decisions.
- > Successful record of completing procurement process which may include:
  - Identification of spending patterns.
  - Identification of business needs.
  - Translation of needs into appropriate procurement objectives.
  - Developing effective procurement strategies that support the realisation of business needs.
- > Experience in contract/ program management and implementing strategies to achieve business change, stakeholder satisfaction and value for money outcomes.
- > Experience in successfully conducting commercially critical negotiations with suppliers, service contractors and senior management.
- > Successful record of identifying customer needs and developing related solutions and maintain sound stakeholder relationships.
- > Experience adhering to a range of business policies, specifically in relation to procurement and contract management functions.

- > Experience in designing performance measurement mechanisms for contract/ program management.
- > Proven record of results-based performance within agreed timeframes.
- > Experience in dealing with confidential information and managing the disclosure of sensitive information in a commercial context and/or politically sensitive environment.

**Knowledge:**

- > Knowledge of procurement and contract management principles, tools and techniques.
- > Knowledge of the principles of Australian Contract Law and application to commercial contracting.

**DESIRABLE CHARACTERISTICS**

**Educational/Vocational Qualifications:**

- > An appropriate tertiary qualification in procurement, commerce, finance, economics, business management, law or equivalent.

**Personal Abilities/Aptitudes/Skills:**

- > Ability to build credibility and rapport with internal and external stakeholders in such a way as to develop trust, cooperation.

**Experience:**

- > Experience in procurement and contract management processes including performance monitoring and quality assurance, particularly relating to the health care sector.
- > Experience in providing advice on appropriate market approaches, including approaches other than tendering, such as direct negotiation, competitive dialogue, reverse marketing and/or supplier development.

**Knowledge:**

- > Knowledge of risk management principles related to procurement and contract management processes.

<b>Special Conditions:</b>
<ul style="list-style-type: none"> <li>&gt; 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 <i>SA Health Criminal and Relevant History Screening Policy Directive</i>.</li> <li>&gt; <i>For appointment in a Prescribed Position</i> under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, 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.</li> <li>&gt; For <i>'Prescribed Positions'</i> under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, the individual's WWCCs must be renewed every 5 years from the date of issue; and for <i>'Approved Aged Care Provider Positions'</i> every 3 years from date of issue as required by the <i>Accountability Principles 2014</i> issued pursuant to the <i>Aged Care Act 1997 (Cth)</i>.</li> <li>&gt; Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.</li> <li>&gt; 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 <i>Public Sector Act 2009</i> for Public Sector employees or the <i>SA Health (Health Care Act) Human Resources Manual</i> for Health Care Act employees.</li> </ul>

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)* 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

## Values

**SA Health Values**

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

## Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees.

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

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

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

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6