



## ROLE DESCRIPTION

<b>Role Title:</b>	Team Leader
<b>Classification Code:</b>	ASO5
<b>LHN/ HN/ SAAS/ DHA:</b>	Northern Adelaide Local Health Network
<b>Hospital/ Service/ Cluster</b>	Lyell McEwin Hospital
<b>Division:</b>	People and Culture Directorate
<b>Department/Section / Unit/ Ward:</b>	Human Resources
<b>Role reports to:</b>	Director HR Advisory & Operations
<b>Role Created/ Reviewed Date:</b>	October 2024
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children Check (WWCC) <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 checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

<b>Primary Objective(s) of role:</b>
<p>Responsible to the Director HR Advisory and Operations for management of designated HR Administration and support functions including:</p> <ul style="list-style-type: none"> <li>&gt; provision of quality specialist HR administration and advisory services and HR project and policy support functions, including the provision of advice to managers and employees on a broad range of operational HR issues including, but not limited to, recruitment and selection, classification management, performance review and development, HR delegations and compliance, HR processes, vacancy management, and CHRIS21 administration and training support.</li> <li>&gt; responsible for building relationships with business, which support managers and staff, as well as promoting and modelling good HR practice and HR business process improvement. The position is also responsible for maintaining efficient work practices and ensuring the provision of effective customer service</li> <li>&gt; management and service delivery for the HR admin function which includes line management of the HR Administration team and Assistant HR Consultants in ensuring that best practice principles are applied.</li> <li>&gt; facilitating the development, implementation and evaluation of Human Resource Information Systems including User administration and the production and analysis of ad-hoc and programmed workforce reports I information;</li> <li>&gt; contributing to the planning and delivery of SA Health and Shared Services SA (SSSA) reform initiatives, particularly as they relate to transactional HR services and the HR/Payroll interface; and contributing to the development and implementation of staff establishment systems and processes, including position control and vacancy management, within SA Health.</li> </ul>

**Direct Reports:**

- > ASO2 HR Admin Officers

**Key Relationships/ Interactions:**Internal

- > NALHN Divisions, Medical Management Facilitators, Nurse Managers
- > Liaises with LHN HR staff as necessary in relation to HRMS, staffing establishment, vacancy management, contract administration and other HR Administration functions and activities

External

- > Maintains an effective working relationship with SSSA (Payroll) Managers and Team Leaders
- > Liaison with SA Health and other government and non-government Agencies as required

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Delivering quality human resource support to senior management, staff and clients.
- > Managing competing demands and priorities within a challenging, dynamic and complex work environment.
- > Operating successfully in a large and diverse organisation with a high community profile responsible for delivering a wide range of services and outcomes.
- > Providing leadership and oversight of the administration support of human resources.
- > Developing and implementing business process improvements and a culture of continuous improvement.
- > Ensure appropriate training is provided to HR Administration on HR administrative system changes (e.g. CHRIS 21, DHS online)
- >

**Delegations:**

- > Nil

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
HR Management Support	<ul style="list-style-type: none"> <li>&gt; Manage the coordination and/or provision of a range of effective and professional business support for HR Operations and Performance, including the development, implementation and maintenance of appropriate administrative systems, records and procedures, and ensuring the ongoing security and confidentiality of the activities being undertaken.</li> <li>&gt; Provide leadership and coordination to ensure consistency and standardisation of HR systems, employment contracts and HR processes across the LHN, contributing to the development and implementation of business process improvement plans and initiatives.</li> <li>&gt; Provide an effective liaison service between the LHN and the relevant Shared Services SA Payroll teams.               <ul style="list-style-type: none"> <li>□ Ensure that the HR Information System (CHRIS) and related processes and procedures are appropriately maintained and effectively integrated with related financial and business systems and processes to support the operational objectives of the organisation. This can include Coordinate and/or undertake a range of activities associated with payroll processing, contract preparation and CHRIS management.</li> </ul> </li> <li>&gt; Contribute to the development of initiatives that enhance the overall effectiveness of the HR functions.</li> <li>&gt; Coordinate significant projects aimed at facilitating good practice and service excellence in the provision of HR operational services, with an emphasis on workflow initiatives and the proactive use of available technology.</li> <li>&gt; Contribute to the identification and management of operational risks.               <ul style="list-style-type: none"> <li>□ Oversee the provision of a high-quality administrative service which includes receiving and monitoring telephone calls including the provision of appropriate information and timely advice.</li> <li>□ Support Principle/HR Business Partners in the management and resolution of conflict, including but not limited to complaints and disputes relating to contracts and/or payroll.</li> <li>□ Support Principle/HR Business Partners in the development, implementation and review of workforce related strategies which drive improvement and better practice in workforce management practice.</li> </ul> </li> <li>&gt; Participate in relevant decision-making processes, especially with regard to the administrative support services, policies and procedures.</li> </ul>
CHRIS Administration and Staffing	<ul style="list-style-type: none"> <li>&gt; Implement and maintain effective systems to establish and maintain position and staff establishment mechanisms that align with budgets and support vacancy management controls.</li> <li>&gt; Ensure that position and employee records within the CHRIS HRMS are effectively maintained, and that timely advice of changes are provided to the HR Data Input Unit and/or Payroll services.</li> <li>&gt; Undertake regular data integrity and auditing activities.</li> <li>&gt; Implement and maintain processes that support quality and integrity of workforce data.</li> <li>&gt; Coordinate and assist in the development of databases and reporting systems and contribute to the production and analysis of workforce reports within required timeframes.</li> <li>&gt; Support and facilitate information that contributes to a variety of organisational, divisional and departmental operational and decision support requirements.</li> <li>&gt; Facilitate procedural development and related training of users as necessary.</li> </ul>

	<ul style="list-style-type: none"> <li>□ Responsible for the management of employee personal records ensuring that records are maintained in accordance with the relevant legislation and SA Health policies and procedures.</li> <li>□ Responsible for implementing electronic personal files across WCHN</li> <li>□ Undertake financial tasks including invoice processing, as required.</li> <li>□ Participate in the provision of regular reports to Divisions e.g. WWCC expiry reports</li> <li>&gt; Responsible for the management and maintenance of ongoing employee screening requirements including Working with Children checks and National Police Certificates. Maintain accurate records and registers for assets and equipment and software licences for HR Operations and Performance.</li> </ul>
HR customer service and /SSSA Relationship Management	<ul style="list-style-type: none"> <li>&gt; Providing expert input into payroll services and associated functions provided by SSSA.</li> <li>&gt; Providing project management services and advice to address operational needs such as restructuring and other Government initiatives.</li> <li>&gt; Provide feedback/advise on SSSA consults regarding implementation of conditions of employment changes in the HRMS environment.</li> <li>&gt; Provide a professional HR administration and advisory service to managers and staff on issues regarding contracts and conditions of employment, HR policies and procedures and other SA Public Sector guidelines, including matters of some complexity.</li> <li>&gt; Positively respond to and developing collaborative working partnerships with business units and liaising with relevant key staff and external stakeholders.</li> <li>&gt; Ensuring that the HR service provided is customer focused, operates in an integrated team approach and culture and is highly responsive to the needs of our business partners and any external clients.</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>&gt; Undertake related projects within the LHN involving broad consultation with local stakeholders and the application of project management methodologies.</li> <li>&gt; Participate in project teams created to address operational HR needs, such as restructuring, implementation of new policy, systems etc., including taking responsibility for project elements.</li> <li>&gt; Maintain effective liaison with Shared Services SA and contribute to the development and implementation of HR/Payroll reform initiatives.</li> <li>&gt; Contribute to the identification, development, implementation and facilitation of relevant organisational development and training programs.</li> <li>&gt; Contribute to the development and monitoring of service plans, operational business plans, and key performance indicators.</li> <li>&gt; Contribute to the development, implementation and review of Departmental HR policies and procedures.</li> <li>&gt; Undertake research into and analysis of a range of HR issues, including matters of some complexity, and producing appropriate written reports and recommendations.</li> <li>&gt; Reviewing and investigating current practices and processes to provide informed and evidence-based recommendations for improvement and further development.</li> <li>&gt; Participate in and contribute to internal and external Audit activities.</li> </ul>
HRMS Management	<ul style="list-style-type: none"> <li>&gt; Facilitate the review and approval of New User and Change requests.</li> <li>&gt; Undertake periodic audits and review of Users and User Profiles.</li> <li>&gt; Contribute to the evaluation and approval of system enhancements and data management.</li> </ul>
<b>Leadership Responsibilities</b>	<ul style="list-style-type: none"> <li>• Professional line management, coordination and leadership of the Administration Team.</li> <li>• Line managing the HR Administration team, ensuring that service provision and the activities of the workgroup are customer focussed and professionally and effectively delivered by contributing to the</li> </ul>

	<p>development of an integrated team approach and culture which is highly responsive to the needs of business partners and external clients.</p> <ul style="list-style-type: none"> <li>• Ensure appropriate performance management is undertaken including performance review and development (PRD) are undertaken.</li> <li>• Role model a positive approach and commitment to quality customer service.</li> <li>• Develop and implement appropriate communication strategies to ensure transparent communication for administrative staff.</li> <li>• Within the team environment promote positivity, learning and development opportunities, identification of talent management, safety and welfare of employees that acknowledges differences and encourages creativity, innovation and honesty,</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li><input type="checkbox"/> Lead and participate in continuous improvement activities</li> <li>&gt; Lead, develop and foster a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation. which is highly responsive to the needs of business partners and external clients.</li> <li>&gt; Facilitating recruitment and selection of HR Administration staff, training and technical development, and leave management.</li> <li>&gt; Appraise the performance and provide feedback to team members to contribute to their effective performance and motivation.</li> <li>&gt; Plan for the career development of staff within the unit to ensure the satisfactory succession for the future.</li> <li><input type="checkbox"/> Ensure the quality of services are continually evaluated and improved through developing a culture of risk awareness and responsiveness in relation to workforce related risks.</li> <li><input type="checkbox"/> Drive continuous improvement in HR processes and procedures, and maximising the capability of the HRMS (CHRIS21) including promoting awareness and utilisation of new forms and procedures, and system improvements e.g. HR21 self-service functionality.</li> <li><input type="checkbox"/> Support the development of operational procedures and practice guidelines to ensure quality service and delivery.</li> <li><input type="checkbox"/> Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li><input type="checkbox"/> Adhering to the provisions of relevant legislation including but not limited to the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA), Awards and Enterprise Agreements.</li> <li><input type="checkbox"/></li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Nil specified

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

- > Demonstrated ability to work under pressure, including ability to effectively prioritise and delegate a broad range of tasks.
- > Demonstrated high level of verbal and written communication skills.
- > Demonstrated ability to identify and analyse systems issues, and to effectively consult and negotiate with stakeholders to develop and implement appropriate solutions.
- > High level of interpersonal skills, and a demonstrated ability to communicate effectively with staff at all levels from a range of professions, and to develop rapport and effective working relationships with staff at senior levels.

#### **Experience**

- > Experience in the supervision and coordination of staff performing a broad range of HR related activities.
- > Experience in the review and development of operational HR systems, procedures and processes.
- > Experience in the provision of training and development to staff.
- > Significant experience in the interpretation and application of legislation, awards, policies and procedures relating to Human Resource Management relevant to the SA Health Sector.
- > Experience in the administration and development of Human Resource Information Systems, with CHRIS.
- > Significant experience with the Microsoft suite of software.

#### **Knowledge**

- > Understanding of the operational interface between HR and Payroll services in a Shared Services environment.
- > Understanding of budgeting practices and the principles of staff establishment.
- > Understanding of Work Health Safety and Quality Management principles and procedures.

### **DESIRABLE CHARACTERISTICS**

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

- > Completion of, or studying towards, an appropriate course of tertiary studies in Human Resource Management or related discipline.

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

- > Nil specified

#### **Experience**

- > Nil specified

#### **Knowledge**

- > Nil specified

### Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, may be appointed to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening , as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > *For appointment in a Prescribed Positions* under the *Child Safety (Prohibited Person) 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)*.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

### 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 & 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.

**Cultural Commitment:**

NALHN 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, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

**Resilience:**

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



## Organisational Context

### SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > Limestone Coast Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

### Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 23/24 for NALHN is \$1.02 bn with a workforce of 4,710 FTE / 6,325 head count.

## NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

## 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 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:**