

**ROLE DESCRIPTION**

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| **Role Title:** | Team Leader – Plastics & Burns Surgery | | |
| **Classification Code:** | ASO4 | **Position Number** | M41280 |
| **LHN/ HN/ SAAS/ DHW:** | Central Adelaide Local Health Network (LHN) | | |
| **Hospital/ Service/ Cluster:** | Royal Adelaide Hospital | | |
| **Division:** | Surgery Program | | |
| **Department/Section / Unit/ Ward:** | Plastic & Reconstructive Surgery  Adult Burns Service | | |
| **Role reports to:** | Head of Unit, Plastic & Reconstructive Surgery  Head of Unit, Adult Burns Service  Business Officer/Manager, Surgery Program | | |
| **Role Created/ Reviewed Date:** | May 2024 | | |
| **Criminal and Relevant History Screening:** | Aged (NPC or DHS)  Working With Children’s Check (DHS)  National Police Check (NPC) | | |
| **Immunisation Risk Category Requirements:** | Category A (direct contact with blood or body substances)  Category B (indirect contact with blood or body substances)  Category C (minimal patient contact) | | |

**ROLE CONTEXT**

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| **Primary Objective(s) of role:** |
| The Team Leader is responsible for providing an efficient and high quality administrative and business service to the Plastic & Reconstructive Surgery unit and the Adult Burns to support delivery a world class consumer focused service. The Team Leader supports the clinical service by being highly proactive, providing advice and recommendations and contributing to the resolution of complex and sensitive issues that the units encounter. The Team leader will be the primary contact for internal and external stakeholders. |

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| **Direct Reports:** |
| The Team Leader reports directly to the Head of Unit, Plastic & Reconstructive Surgery and Head of Unit, Adult Burns Service.  Direct Reports to this position   * Administrative Assistant – AS03 * Data Entry Officer – AS02 |

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| **Key Relationships/ Interactions:** |
| Internal   * Maintain an active working relationship with medical nursing, administrative/business, medical scientists and allied health staff to deliver the departments essential functions and strategic goals * Regularly liaise with the relevant Head of Unit and senior medical staff * Regularly communicate with other service providers/areas within the Central Adelaide Local Health Network (outpatients, other specialties, safety & quality, medical imaging, pathology etc.)   External   * Liaise with other bodies or agencies as well as members of the public * Collaborate with the Royal Australasian College of Surgeons (RACS) and Australian Society of Plastic Surgeons (ASPS) * Liaise with external goods and/or service providers |

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| **Challenges associated with Role:** |
| Major challenges currently associated with the role include:   * Ability to work unsupervised in a rapidly changing environment with a diverse workload that can have conflicting priorities. * Managing internal systems, processes, and service requirements from a diverse range of stakeholders in a multidisciplinary team. * Work collaboratively and effectively in a complex environment |

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| **Delegations:** |
| * Levels/limits of authority in relation to finance, human resources and administrative requirements are defined by Departmental delegations and policies. |

**Key Result Area and Responsibilities**

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| **Key Result Areas** | **Major Responsibilities** |
| Delivering an effective and efficient administrative and business support service | * Developing, implementing, and maintaining effective and confidential office management practices, procedures, and standards. * Ensuring the management of a comprehensive correspondence and records management service. * Communicating, liaising, and maintaining close contact with all levels of staff and monitoring processes with particular emphasis on feedback and follow up actions. * Producing project reports, briefings, and professional correspondence * Acting as contact point for internal and external staff and stakeholders. * Providing brief and correspondence management ensuring quality and timeliness. * Providing a broad range of administrative, business, and project support services. * Establishing and maintaining recording systems to accurately reflect the activity of the various aspects of the department, which will enable evaluation of performance leading to improvement and achievement of best practice standards. * Coordinate and oversee the day-to-day activities of the unit’s * Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of business partners and external clients * Ensure the effective management of human, financial and physical resources within the unit through appropriate planning and allocation of resources to achieve agrees business and strategic plans * HSCGB fund preparation, monitoring, claims/recharges and reporting. * Participate in departmental business meetings and other meetings as required. * Assist in the recruitment, onboarding and orientation of new staff * Provide professional line management, co-ordination and leadership to the administrative and medical team, under limited supervision * Prepare after hours on call roster in accordance with internal guidelines, agreements and relevant Enterprise Agreement/Award conditions where relevant * Maintain staff leave systems to ensure smooth running of operating lists, clinics, MDT’s and other functions * Prepare staff timetabling and registrar rotation rosters * Maintain department meeting and activity rosters * Manage databases for storage of clinical data and digital media * Review and approval of requisitions, invoices and employee reimbursements * Organise, monitor and analyse staff travel requirements |
| Provision effective and detailed data analysis for continuous quality assurance, improvement, and service planning | * Producing high quality data extraction from clinical, financial and business systems * Collection and analysis of data to support service planning and quality improvement projects * Provide analysis, evaluation and interpretation of data to drive change within the units * Identify and support process and service improvement initiatives * Undertake data analysis for period clinical mortality and morbidity audits * Provide data and analysis for research and improvement projects as requested by clinical staff * Review and analyse clinical activity data to aid in service planning and identify trends * Assisting in the review of processes and procedures, documentation and providing recommendations for continuous improvement of work practices. * Assisting with the planning, support and development of services and service systems which enable the achievement of positive outcomes for consumers. * Assisting in the implementation of business plans that put into operation the objectives of the units * Managing the resolution of difficult enquiries and customer complaints in accordance with recognised procedures. * Establishing and maintaining recording systems to accurately reflect the activity of the various aspects of the department, which will enable evaluation of performance leading to improvement and achievement of best practice standard |
| Team culture and safe working environments | * Ensuring service delivery and activities of the units are consumer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of units staff and consumers * Ensuring 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. * Building of partnerships with other staff, health agencies, including non-government and state government agencies, to provide quality programs and health outcomes. * Maintaining effective work practices * Adopting procedures and practices which comply with the OHS&W Act * 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 safety training programs. |
| Ensure effective communication and collaboration: | * Maintaining an effective consultative and working relationship between all members of the multidisciplinary team including Program management * Act as a point of contact to resolve patient’s issues to prevent escalation. * Attend to patient complaints in close liaison with the consumer experience team, the HCSCC, Safety & Quality, and medical team where necessary. * Assist with the overall coordination and development of the Departments services by communicating with other units and participating on committees and project teams as required. * Update staff on organisational issues and changes that may impact upon their roles. * Manage internal department projects as advised by the relevant Head of Unit(s) |

**Knowledge, Skills and Experience**

**ESSENTIAL MINIMUM REQUIREMENTS**

**Educational/Vocational Qualifications:**

* Nil

**Personal Abilities/Aptitudes/Skills:**

* Demonstrated highly developed oral and written communication skills to interact effectively with a variety of professional and non-professional staff, external agencies and members of the community and project a positive image of the organisation.
* Demonstrated ability to recognise and deal discreetly with confidential matters and demonstrated integrity of the highest order.
* Demonstrated ability to meet stringent deadlines, perform well under pressure, work under limited supervision.
* Ability to appropriate triage and manage a conflicting workload.
* Proven ability to demonstrate tact, courtesy, and prudence in dealing with inquires.
* Demonstrated ability to analyse problems objectively and make recommendations for their resolution.
* Proven ability to contribute to and work in a harmonious team environment.
* Ability to undertake research, analyse problems, summarise and compile data for the preparation of reports, presentations and correspondence.
* Ability to adapt in a changing environment.

**Experience:**

* Demonstrated experience in analysis and audit of data and subsequent preparation.
* Advanced experience utilising Microsoft O365 Suite, particularly Excel, Access, and Power BI
* Demonstrated experience establishing, maintaining, and reviewing systems, practices, protocols, policies and procedures.
* Demonstrated experience working collaboratively with other government agencies.
* Experience in using Oracle, Basware, and SHARP
* Experience using Adobe Creative Cloud suite.
* Demonstrated experience working collaboratively within a large multidisciplinary team and with other internal/external agencies/departments.

**Knowledge:**

* Sound knowledge of quality improvement principles
* Demonstrated knowledge of data extraction and compilation
* Sound knowledge of medical terminology
* Knowledge of Occupational Health, Safety & and Welfare policies and procedures and their application in the workplace.

**DESIRABLE CHARACTERISTICS**

**Educational/Vocational Qualifications:**

* Relevant qualification in accounting, data analysis, health science, management or human resources is viewed favourable.

**Personal Abilities/Aptitudes/Skills:**

* Demonstrated ability to work collaboratively and professionally in a challenging environment.
* Demonstrated ability to work in a large and complex multidisciplinary team.
* Ability to provide and receive constructive feedback.

**Experience:**

* Previous experience working in a hospital or health industry setting.
* Experience preparing units for accreditation from relevant regulatory bodies.
* Experience collaborating with relevant regulatory bodies, training organisations etc.
* Experience organising in-service education and training sessions.
* Prior experience organising specialty grand rounds and educational events.
* Prior experience in creating and preparing 3D models for printing.
* Prior experience creating and maintaining clinical databases.
* Experience preparing mortality and morbidity audits.

**Knowledge:**

* Knowledge of the working principles of the units
* Knowledge of the role and functions of CALHN.
* Knowledge of government strategic directions, policy, procedures and guidelines.

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| **Special Conditions:** |
| It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.   * *For appointment in a Prescribed Position* under the *Child Safety (Prohibited Persons) Act (2016),* a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required. * For *‘Prescribed Positions’* under the *Child Safety (Prohibited Persons) Act (2016),* the individual’sWWCCs 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. |

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| **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. |

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| **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. |

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| **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. |

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| **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. |

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

**Organisational Context**

**Organisational Overview:**

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

We are part of SA Health, which is the brand name for the public health system. As a system SA Health’s mission is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

**Our Legal Entities:**

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women’s and Children’s Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and Far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc.and SA Ambulance Service Inc.

**SA Health Challenges:**

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health 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.

**Central Adelaide Local Health Network:**

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

CALHN is responsible for the following health services:

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

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

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

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

To find out more about CALHN, visit [centraladelaide.health.sa.gov.au](file:///\\dhgsf04\cnahs\HR&OD_Workforce_Operations\_Workforce\HR%20Operations\Administration%20&%20Templates\Role%20Description%20Template\centraladelaide.health.sa.gov.au)

**Values**

**Central Adelaide Local Health Network Values**

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

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| **Values** | **Behaviours** |
| *People first* | * I am there for my patients and colleagues when they need me most. * I put myself in my patients and colleagues shoes to understand their needs. * I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience. * I respect uniqueness in my colleagues, our patients and their families. |
| *Ideas driven* | I look and listen to ensure I fully understand the problem and find a solution.I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.I invest in my own learning and look for opportunities to explore and introduce new ideas.I am interested in critical research and how it informs creative thinking. |
| *Future focussed* | I embrace leading practices and use them to evolve our ways of working.I lead and support change to improve patient and organisational outcomes.I am constantly on the look-out for opportunities to improve. |
| *Community minded* | * I put my hand up to lead work that matters. * I am accountable and focused on value. * I value and champion diversity. * I embrace collaboration and constructive partnerships. |

**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:**