



ROLE DESCRIPTION

Role Title:	Multiple roles
Classification Code:	AS06
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing (DHW)
Hospital/ Service/ Cluster:	
Division:	Strategy and Governance
Department/Section / Unit/ Ward:	Aboriginal Health Unit
Role reports to:	Reports to ASO8 Manager
Role Created/ Reviewed Date:	September 2021
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <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:

We have several ongoing positions at the ASO6 across the following four team workstreams:

- > Engagement and Community Communications team:
 - o Lead community-driven efforts to improve cultural safety and responsiveness in mainstream health services, ensuring they support Aboriginal cultures and improve health outcomes.
 - o Facilitate strong community engagement and communications to align policies and strategies with the needs and priorities of Aboriginal communities.
 - o Foster collaboration and shared decision-making with Aboriginal communities, ensuring they are central to shaping health services and outcomes that directly affect them.
- > Shared Decision-Making and Partnership team:
 - o Facilitate partnerships and governance approaches between Aboriginal representatives and health system stakeholders to deliver on Closing the Gap commitments.
 - o Strengthen the Aboriginal Community-Controlled Organisation Sector and transform decision-making processes within SA Health to improve outcomes for Aboriginal peoples.
 - o Lead the development and management of the SA Closing the Gap Health and Wellbeing Partnership Committee and support other partnership governance mechanisms.
- > Investment, Evidence, and Performance team:
 - o Design and implement systems for transparent monitoring, data collection, sharing, and reporting on Aboriginal health outcomes.
 - o Provide leadership in data evaluation, analysis, and research to guide health priorities, policy, and decision-making.
 - o Provides systemwide leadership and advice on investment into Aboriginal health outcomes (both targeted and mainstream) and support performance and outcome measures to improve commissioning, contract and procurement outcomes.
 - o Leads projects with the Local Health Networks to improve Aboriginal Health
- > Policy and Reform team:
 - o Developing policies and processes to build SA Health's capability to transform in line with the four Closing the Gap Priority Reforms and improve monitoring and reporting of progress.

- Provide strategic advice on proposals, policy, programs, services and research that draws on information from across SA Health.
- Work across SA Health to coordinate systemwide responses to state and national Closing the Gap requests, including monitoring and reporting on Closing the Gap progress.

Key Relationships/ Interactions:

Internal

Works collaboratively with Aboriginal Health Unit Team and across DHW as required;
Fosters close working relationships with key SA Health stakeholders, including and Local Health Network (LHNS) and Attached Offices.

External

Members of public, local, State and Commonwealth Government agencies, aboriginal Community Controlled Sector, contractors and other external stakeholders.

Challenges associated with Role:

- Supporting SA Health’s commitment to Closing the Gap.
- Maintaining strategic relationships and stakeholder engagement with internal and external stakeholders Working in a fast-paced environment characterised by complexity, innovation and change.
- Managing sensitive information.

Delegations:

> NIL

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
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Project Planning	<ul style="list-style-type: none"> > Plan, schedule and evaluate specific projects and strategies which may be of a sensitive or complex nature and achieve agreed outcomes and deadlines. > Monitor, track and report on the status of project deliverables / actions to ensure time, cost and quality metrics are met. > Provide a responsive and professional service by coordinating and responding to requests for project documentation, parliamentary and ministerial requests, media and communication enquiries, finance and tender documentation, and audit requests in a timely manner. > Prepare well thought out responses to Parliamentary, Ministerial and Office of the Chief Executive requests. > Research, collect, manipulate and analyse both quantitative and qualitative data; and present data for use by a wide variety of audiences, including large group presentations.
Project Support	<ul style="list-style-type: none"> > Prepare a range of project-related documents for key stakeholders including status updates, presentations, submissions, briefings, reports, budgets and discussion papers. > Monitor a range of activities to ensure that all required work is completed in accordance with relevant legislation, policies and procedures. > support work of the Aboriginal Health Unit across various Committees, Advisory Groups and Project Team meetings by undertaking the efficient recording of minutes, preparation and distribution of agendas / action lists and maintaining decision registers. > Coordinate and prepare project documentation to meet reporting obligations in a timely manner.
Document Management and Control	<ul style="list-style-type: none"> > Coordinate and monitor the efficient follow-up of Committee / Project Team action items to ensure they are undertaken, completed and documented in an appropriate and timely manner. > Record and document any variances from approved project deliverables. > Maintain secure and effective hard copy and electronic records management system, including incoming and outgoing correspondence, archiving, retrieval and destruction of records in accordance with relevant records management principles, to support timely access and good governance. > Develop, implement and maintain information systems to ensure the appropriate and timely dissemination of information to Executive and members of staff, as well as to satisfy audit requirements. > Coordinate projects and policies ensuring target dates are achieved, or negotiate an extension to timeframes if required. > Editing and amending material to ensure high-quality and appropriate formatting guidelines are applied.
Continuous Improvement	<ul style="list-style-type: none"> > Develop, implement and maintain a range of procedures and processes to manage incoming / outgoing workflows and reporting to policy and projects are outcome and performance focused. > Participate in the review and improvement of business and project processes, including providing and/or implementing recommendations for change that support organisational goals and objectives. > Contribute to successful issue resolution and escalation, and the planning, monitoring and reporting of key project activities, which ensures workgroup goals are continuously met. > Contribute to the development of policy and procedures in conjunction with other team members. > Contribute to the development of an integrated team approach and

	<p>culture which is highly responsive to the needs of Leadership and Project Teams.</p> <ul style="list-style-type: none"> > Demonstrate appropriate behaviours which reflect a commitment to the DHW values and strategic directions. > Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role. > Contribute to team meetings by providing timely and informed advice on project planning and evaluation, project implications and project outcomes.
Communications and Advice	<ul style="list-style-type: none"> > Communicate effectively in writing and verbally with a range of stakeholders including executive and senior management to achieve successful project outcomes, organisational goals and objectives. > Contribute to the development and maintenance of professional networks by providing accurate and timely advice and information that achieves project functions and processes. > Build and maintain professional, ethical and productive working relationships with internal and external service providers. > Liaise and collaborate with staff from all levels across the SA Health portfolio in the production of required information.
Procurement	<ul style="list-style-type: none"> > Ensure procurement processes comply with DHW specified delegations, policies, standards and procedures. > Ensure appropriate approvals are obtained, appropriate evidence is maintained and processes followed in accordance with SA Health and SA Government delegations and frameworks. > Coordinate, compile, edit and produce tender documentation in accordance with government legislation and guidelines. > Liaise and undertakes procurement activities in an accurate and effective manner. > Coordinate the provision of consultancies and external sources of advice as required. > Monitor contract and supplier performance and escalate issues appropriately to ensure timely resolution.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Excellent communications skills, both verbal and written, including an ability to liaise effectively across a diverse range of internal and external stakeholders.
- > Proven ability to work in a highly efficient manner, under limited direction, to prioritise and deliver on challenging deadlines, determine and support objectives, analyse, evaluate and resolve complex problems of a sensitive nature.
- > Demonstrated ability to be autonomous, innovative, and undertake tasks and activities with broad direction through the use of initiative and sound judgement with the ability to respond flexibly and proactively to changing priorities and a dynamic work environment.
- > Demonstrated ability to identify and analyse issues and risks, resolve problems and provide concise, informed practical advice.

- > Demonstrated ability to successfully build, facilitate and foster relationships with stakeholders at all levels in a purposeful, constructive and impartial manner to gain their confidence, foster cooperation and provide support.
- > Ability to maintain strict confidentiality.

Experience:

- > Experience in the delivery of successful outcomes in a complex project environment as either a leader or as a team member.
- > Experience in successfully supporting the development of complex project requirements, including:
 - Executive Officer Support to committees and project teams in a public sector environment;
 - Preparation and evaluation of procurement documentation;
 - Demonstrated experience in document and records production and management;
 - Researching and drafting strategic advice and reporting for governance committees;
 - Producing high quality and accurate written work, and analysing complex information and data;
 - Providing high level administrative and project support including managing sensitive, complex and urgent material within strict time-frames and in accordance with required outcomes.
- > Experience in research, collection, manipulation and analysis of both quantitative and qualitative data; and the presentation of data for use by a wide variety of audiences, including large group presentations.

Knowledge:

- > An understanding of the SA Health environment and its culture and decision-making processes.
- > Knowledge and understanding of the operations of DHW and the health portfolio, and strategic policies in relation to health.
- > Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment; and legislative requirements of Equal Opportunity and Work Health and Safety legislation.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > A tertiary qualification.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated skills in negotiation and advocacy, with an ability to apply integrity, tact and diplomacy whilst maintaining confidentiality when dealing with issues of a sensitive or political nature.

Experience:

- > Experience in monitoring trends within the political environment and assessing the potential impact for SA Health.
- > Demonstrated experience in managing Commonwealth and State government relations in connection to strategic policy matters.

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Knowledge:

- > An understanding of the reform agenda within SA Health and the broader health sector including national and international trends and issues affecting the delivery of health services.
- > A broad knowledge of the Aboriginal health sector, key stakeholders, and best practice approaches to Aboriginal health and Aboriginal health service delivery.

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)* 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.

Health Network/ Division/ Department:

Infrastructure is part of the Corporate and System Support Services Division within the Department for Health and Wellbeing. Infrastructure contributes to the delivery of a safe, efficient, effective and environmentally sustainable public health system by planning for, delivering and sustaining infrastructure to meet the needs of clients in SA Health and the Department for Health and Wellbeing.

Infrastructure includes Capital Planning and Evaluation; Capital Projects; Program Office; Properties and Security and SA BME Corporate.

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