

# POSITION DESCRIPTION

OFFICIAL

Riverland Mallee  
Coorong Local  
Health Network



Government of South Australia  
SA Health

<b>Job Title</b>	Regional Program Manager, Disability and Brokered Services	<b>Classification</b>	AHP3	<b>Position Number</b>	P20441
<b>LHN</b>	Riverland Mallee Coorong LHN (RMCLHN)	<b>Term</b>	Temporary	<b>Position Created</b>	
<b>Area</b>	Country Health Connect	<b>FTE</b>	1.0FTE	<b>Last Updated</b>	May 2023
<b>Criminal History Clearance Requirements:</b>		<input checked="" type="checkbox"/>	DHS Working With Children Check (WWCC)		
		<input checked="" type="checkbox"/>	NDIS Worker Screening Check		
		<input checked="" type="checkbox"/>	NPC – Unsupervised contact with vulnerable groups		
<b>Immunisation Risk Category:</b>		<input checked="" type="checkbox"/>	Category A		
		<input type="checkbox"/>	Category B		
		<input type="checkbox"/>	Category C		

## Broad Purpose of the Position

The Regional Program Manager, Disability and Brokered Services is an experienced and highly competent clinician who uses their knowledge and experience to provide co-ordination and strategic oversight of multi-disciplinary client care across Riverland Mallee Coorong (RMC) Community Health Services. The Program Manager is responsible for working collaboratively with the Regional Community Health Leadership Team and key stakeholders to support the development and implementation of efficient, contemporary models of service provision with a focus on disability and brokered services. The Program Manager is responsible for contributing to improvements in the quality, safety and community needs-driven distribution of services within the Riverland Mallee Coorong region, and works with allied health staff, managers and other stakeholders on model of care and workforce development initiatives.

The Program Manager is responsible for ensuring systems and processes are in place for clinical governance and safe quality service provision. The role strategically oversees the monitoring and reporting of activity levels, resource allocation, program outputs and review of strategies to ensure compliance with performance standards. The Program Manager works closely with the Operations Manager, Allied Health to ensure effective management and sustainable development of disability and brokered programs and services.

The Program Manager is required to oversee and report on the financial variances applicable to the programs managed. The role will be required to assist in the preparation of budgets and negotiating contractual obligations with funding bodies.

As a member of the Regional Community Health Leadership Team, the Program Manager will contribute a program perspective to strategic and business planning for the Riverland Mallee Coorong Community Health Unit.

Employees in this role accept accountability for the multi-disciplinary outcomes in the community health setting; for addressing inconsistencies between practice and policy; and for developing team performance and a positive work culture in the interest of patient/ client outcomes.

## Qualifications

Must hold a recognised qualification within the relevant allied health profession and be eligible for practicing membership of the relevant Professional Association. For those professions requiring Registration, all requirements to obtain and maintain current registration must be fulfilled. For self-regulated professions it is desirable to participate in the professional association accredited continuing professional development program.

## Cultural Statement

Riverland Mallee Coorong Local Health Network (RMCLHN) welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.



## 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.

## Special Conditions

- A current driver's license is essential, as is a willingness to drive on country roads and travel in light air craft as required. Intra state travel will be required; interstate travel may be required.
- Flexibility and some out of hours work may be required.
- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- NPCs must be renewed every 3 years thereafter from date of issue.
- WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- Will be required to comply with the requirements of the RMCLHN Procedure for Credentialing Allied Health and Scientific Health Professionals

## Key Relationships

- Reports to Operations Manager, Allied Health
- Expected to negotiate own formal clinical supervision arrangement, in accordance with the Allied Health Clinical Support Framework
- Ensures clinical supervision is accessible to all allied health professionals working across the program area
- Works within a multi-disciplinary team framework, in collaboration with other health professionals, service providers and the community to plan, deliver and evaluate disability and brokered services across the region
- Maintains cooperative and productive working relationships, including with the relevant Professional Association(s).
- Works closely with the Allied Health and Community, and Ageing and Disability Directorates and other leaders and stakeholders across regional LHNs, RSS and South Australia.
- Works under minimal direction, with remote supervision, in accordance with the strategic goals and priorities of SA Health, RMC Regional Leadership and RMC Community Health Services
- May be required to temporarily fulfill a higher position, appropriate to the skills and capacity of the incumbent

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- Appointment is subject to immunisation risk category requirements (see page 1). 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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Key Result Areas	Generic Requirements	Specific or Local Requirements
1. Technical Skills and Application	1.1 Apply specialist professional expertise (including as a Rural Generalist or within a specific discipline specialty) in the provision of complex clinical and / or consultancy services across RMCLHN and / or within the relevant professional networks. 1.2 Operate with professional independence, clinical competence and highly developed reflective-practice skills, drawing on professional direction in the application of new or sophisticated techniques. 1.3 Apply detailed knowledge of RMCLHN strategic directions, health unit operations, service delivery and workforce issues, and very high level professional skills to achieve responsibilities of a complex and varied nature. 1.4 Provide advice to management on professional service development, practice and redesign, in response to demand and client needs.	<ul style="list-style-type: none"> <li>▪ Coordinate and oversee health service delivery for the program area according to interactive Key Performance Indicators (KPI's)</li> <li>▪ Establish appropriate regional priorities and practices to meet program requirements</li> <li>▪ Contribute to the identification, establishment, and implementation of regional protocols for the provision of disability and brokered services across RMCLHN</li> <li>▪ Work in partnership with and provide advice to the Operations Manager, Allied Health, other regional leadership staff and Allied Health and Community, and Ageing and Disability Directorates on priorities and directions that link with the RMCLHN strategic plan</li> <li>▪ Work collaboratively with other regional staff and service providers to support integration and continuity of care</li> <li>▪ Develop, review and monitor budget performance, program data and clinical activity levels</li> </ul>
2. Personal and Professional Development	2.1 Work under limited direction, accepting professional responsibility for a high standard of complex, specialised or strategically significant work, including providing advice to Management / Executive on the effective allocation of resources in the delivery of services across RMCLHN. 2.2 Display a commitment to continuous personal and professional development by:	<ul style="list-style-type: none"> <li>▪ Required to develop, nurture and promote increased expertise and service improvements in this area</li> <li>▪ Participate in continued education and staff development relevant to the program</li> </ul>

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	<p>a) Attending all mandatory training and actively pursuing other development as required to maintain currency of clinical knowledge (may include post-graduate study)</p> <p>b) Actively developing the professional skills and competencies in others, by contributing to or facilitation education and training activities and acting as a mentor and / or clinical supervisor to less experienced staff.</p> <p>c) Utilising the support of mentors and peers, and fostering strong relationships with Universities, Professional Associations and other key stakeholders.</p> <p>d) Actively participating in the Professional Development and Review (PDR) process, including developing and pursuing a personal / professional development plan in consultation with your line manager; and facilitating this process for staff under your supervision.</p> <p>2.3 Facilitate the development of knowledge of effective practice by encouraging and supporting research, evaluation of services, and information sharing between professionals across RMCLHN and the state, through relevant Networks and other forums.</p> <p>2.4 May have managerial responsibilities, being responsible for:</p> <p>a) Leadership, guidance and / or line management of a multi-disciplinary or specialist team within RMCLHN and / or a professional network.</p> <p>b) Attainment of Team operational goals &amp; objectives, and the facilitation and application of human resource management principles including performance management and development.</p>	<ul style="list-style-type: none"> <li>▪ Support staff to identify and pursue appropriate professional development relevant to the program</li> <li>▪ Encourage and support regional participation in decision making at local and regional levels</li> <li>▪ Model and promote an effective work environment and organisational culture consistent with values and priorities</li> <li>▪ Ensure staff are trained in relevant procedures and protocols</li> <li>▪ Program and line management support to coordinator roles working within disability and brokered services</li> <li>▪ Promote succession planning of the role through peer shadowing and support</li> </ul>
<p>3 Client / Customer Service</p>	<p>3.1 Treat all clients with respect, identifying and pursuing opportunities to work in partnership with stakeholders to improve the quality of services across RMCLHN.</p> <p>3.2 Promote cultural safety by valuing and promoting the cultural needs of local communities and providing advice on service or system-level changes required to meet these needs.</p> <p>3.3 As a clinical / professional leader, contribute to improvement the patient-journey driven distribution of services and ensuring client-centred practice and community engagement principles are embedded into the planning, delivery and evaluation of services.</p>	<ul style="list-style-type: none"> <li>▪ Ensure a range of opportunities and mechanisms are made available for community engagement in the planning, development, delivery, and evaluation of services</li> <li>▪ Representing the needs of the community as appropriate</li> <li>▪ Consult and engage with consumers, carers and service providers to identify needs, and ensure needs of high risk / minority groups are considered in the development of disability and brokered services</li> </ul>

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<p>4 Administration and Documentation</p>	<p>4.1 Comply with organisational requirements for the accurate and timely completion of documentation and statistics.</p> <p>4.2 Proactively question existing practices and use of RMCLHN resources, and support clinicians to pursue appropriate alternatives where necessary</p> <p>4.3 Prepare comprehensive, high-level reports and / or presentations to assist management and executive decision making</p> <p>4.4 Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems (including Quality Risk &amp; Safety [QRS], Adequate Records Management [ARM] and Client Management Engine [CME]).</p> <p>4.5 Competently utilise the Microsoft Office suite of software, Email and Internet in fulfilling the requirements of the role</p> <p>4.6 May be required to initiate and manage programs and / or projects which may include management of a multi-disciplinary project team.</p> <p>4.7 May to required to write grant submissions and project manage grant administration</p>	<ul style="list-style-type: none"> <li>▪ Contribute to workforce planning and service development, to ensure services are effective, efficient, evidence based and distributed according to need.</li> <li>▪ Work collaboratively with Management and Team Leaders to ensure the staff mix and resources are allocated appropriately for the program.</li> <li>▪ Collect, review and analyse activity data to ensure resources are effectively utilised and managed</li> <li>▪ Ensure program compliance for the accurate and timely completion of documentation and statistics</li> <li>▪ Develop and implement program plans and accountability mechanisms that ensure the achievement of strategic and operational goals</li> <li>▪ Participate in the development and negotiation of annual budget allocation in relation to the program area</li> </ul>
<p>5 Teamwork and Communication</p>	<p>5.1 Contribute to RMCLHN-level strategic workforce planning and service development, to ensure services are effective, efficient, equitably distributed (according to need) and based on evidence.</p> <p>5.2 Promote intra-disciplinary collaboration between clinicians across RMCLHN and the development of inter-professional and across-sector partnerships to improve the quality, safety and integration of services.</p> <p>5.3 Apply high level interpersonal skills which engender the trust, cooperation and commitment of others to work together to achieve change.</p> <p>5.4 Communicate and negotiate effectively, both verbally and in writing, at all levels and with external agencies.</p> <p>5.5 Provide clinical leadership in the application of RMCLHN strategic directions, values and priorities within the relevant discipline and / or specialty area(s).</p>	<ul style="list-style-type: none"> <li>▪ Contribute to the planning and development of program services across RMCLHN, especially in relation to RMC Community Health Services</li> <li>▪ Develop and maintain strong links with key stakeholders to ensure sharing of information, effective use of resources, integration of services and collaboration on joint-solutions where practical</li> <li>▪ Represent RMCLHN Community Health Services at relevant forums</li> <li>▪ Demonstrate respect, courtesy and care through leadership</li> <li>▪ Provide and encourage honest and respectful critical feedback</li> </ul>

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<p>6 Continuous Improvement</p>	<p>6.1 Play a leadership role in the ongoing evaluation and continuous improvement of RMCLHN services, including an emphasis on workforce development, risk management, clinical supervision and support.</p> <p>6.2 Be flexible, adaptable and innovative in a changing workplace, critically examining safety and quality issues, practices and systems, and developing practical and creative solutions</p> <p>6.3 Where appropriate, contribute to the investigation of client complaints and preparation of Ministerial Briefings related to the scope of the role, with a view to informing systematic improvements to services.</p> <p>6.4 Contribute to service development through discipline-specific, multi-disciplinary and trans-professional research and evaluation, applying high level self-reflective practice skills, assessing and reviewing the standards of work of other professional officers, and producing recommendations to assist Management / Executive decision making.</p> <p>6.5 Complying with the Code of Ethics for Public Sector Employees</p>	<ul style="list-style-type: none"> <li>▪ Lead and contribute to change management processes and practices in accordance with emerging service needs, evaluation of service outcomes, identified system problems, and RMCLHN strategic plan</li> <li>▪ Oversee the implementation and management of processes for quality improvement, service continuity, and risk management that meet NDIS standards</li> <li>▪ Develop processes for evaluation of services and programs and activities in line with program key performance indicators</li> <li>▪ Participation in accreditation processes</li> <li>▪ Work with the Operations Manager, Allied Health and Regional Leadership Team to design corrective action and present recommendations to executive.</li> </ul>	
<p><b>Approved by Authorised Officer</b></p>	<p>..... /</p>	<p><b>Accepted by Incumbent</b></p>	<p>..... /</p>



# APPLICANT GUIDELINES

<b>Job Title</b>	Regional Program Manager, Disability and Brokered Services	<b>Classification</b>	AHP3
<b>LHN</b>	RMC Local Health Network	<b>Term</b>	Temporary
<b>Area</b>	Country Health Connect, Murray Bridge or Riverland	<b>FTE</b>	1.0FTE

To apply for the position, you will need to provide:

- (1) A current Curriculum Vitae (CV), outlining your relevant qualifications, work experience and contact details of 3 professional referees
- (2) A cover letter, including:
  - Title of the position and vacancy reference number (from advertisement)
  - Outline of your reasons for applying for the position
  - Brief summary of your ability to fulfil the role:
    - Please address each of the 6 Key Result Areas (KRA) separately, using dot points. Refer to the table below for some suggestions of the type of information you may like to include.
    - You do not need to address the selection criteria individually in your written application. These may be used to assess your suitability for the role during the merit-based selection process.
    - Keep it brief – no more than 2 pages

Please forward your application by the due date, as per the details outlined in the job advertisement.

<b>Key Result Area</b>	<b>Selection Criteria</b> <i>(suggestions of information to include in your application)</i>
1. Technical Skills and Application	a) Your professional qualifications, professional association membership and registration status (if relevant) – refer to page 1 for minimum qualification requirements b) Extensive professional experience, particularly within rural and remote areas: <ul style="list-style-type: none"> <li>• Outline scope and nature of previous professional practice experiences, including rural / remote experience</li> <li>• Experience in providing advice, clinical supervision and clinical education to less experienced professional staff and students</li> <li>• Previous leadership experience</li> <li>• Project management skills and experience</li> <li>• Examples of how you have applied primary health care principles to the development and reorientation of services</li> </ul> c) Examples of other skills, knowledge or experiences that demonstrate your suitability for the role, such as: <ul style="list-style-type: none"> <li>• Creativity, resourcefulness, flexibility, adaptability, problem solving skills</li> </ul>
2. Personal & professional development	a) Outline previous initiatives that demonstrate your commitment to reflective practice, and proactive development of self and others (eg: additional post-graduate qualifications). b) Detail your leadership and management style and experience, including examples of problem solving through difficult situations.
3. Client / Customer Service	a) Knowledge of RMCLHN services, priorities and strategic directions b) Previous experience & skills in community engagement, client-centred practice and cultural competency c) Knowledge of requirements relating to client confidentiality and client rights.
4. Administration & Documentation	a) Highlight <i>relevant</i> skills, experience or training. Include reference to specific systems or software programs <i>if relevant</i> .
5. Teamwork and Communication	a) Outline your communication and team work skills, with examples that demonstrate your ability to lead an effective team of diverse membership. b) Previous contribution to service planning and development at local, cluster, regional or state level
6. Continuous Improvement	a) <i>Examples</i> of how you have contributed previously to quality improvement, evaluation and research or demonstrated understanding of how this role would contribute to continuous improvement