



ROLE DESCRIPTION

Role Title:	Contract Officer
Classification Code:	ASO5
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing (DHW)
Hospital/ Service/ Cluster:	Service Contracts
Division:	Commissioning and Performance
Department/Section / Unit/ Ward:	Provider Commissioning and Performance
Role reports to:	Manager, Service Contracts
Role Created/ Reviewed Date:	November 2021
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
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:

- > Responsible for undertaking contract (including grants) administration and management activities to ensure value for money is realised, contracts delivered against Key Performance Indicators and risks are appropriately managed.
- > Contributes towards the effective planning, management and development of procurement activities and comprehensive contractual arrangements that cover critically important services provided by external service providers.
- > Participate as an integral team member of the Provider Commissioning and Performance Division contributing to the Division's Business Plan and leadership team.

Direct Reports:

- > N/A

Key Relationships/ Interactions:

Internal

- > Maintains cooperative and productive working relationship with the Manager, Service Contracts (direct line report) and maintains close working relationships with the staff of Service Contracts team, Provider Commissioning and Performance and other staff of all levels across SA Health.
- > Maintains positive working relationships with staff within the Procurement and Supply Chain Management Unit, Finance and Corporate Services, Risk Management and Assurance Services and the Legal Governance and Insurance Services Unit.

External

- > Maintains effective collaborative working relationships with multiple stakeholders in health, public and private organisations and the general public in particular contractors, consultants, key stakeholders from the non-Government sector and Procurement Services SA.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Balancing competing priorities and tight timeframes to deliver high quality outcomes for contracted services.
- > Providing support for the implementation of the new Procurement and Contract Management policies and procedures

Delegations:

- > N/A

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to strategic and complex mental health service projects and initiatives by:	<ul style="list-style-type: none">> Researching and analysing information/data on usage and business needs to support the development of health service improvement initiatives.> Participating in strategic planning processes regarding improvement of integration in health services and systems.> Preparing briefings, reports and other correspondence as required.> Engaging and communicating effectively with both Government and non-Government agencies.> Contribute to and coordinate the preparation of key documents to relevant committees and project steering groups.
Undertake contract management activities by:	<ul style="list-style-type: none">> Maintaining business systems that support procurement and contract management processes, including Objective, Oracle, Basware and the Procurement Contract Management System (PCMS).> Contributing to the development and provide support in the formulation of acquisition, tender, evaluation, risk management, negotiation, contracts, and contract management plans, document and strategies.> Developing and facilitating the timely execution of contracts, ensuring contracts are in keeping with legislative requirements and are legally binding.> Managing contract management plans, contract reviews and performance reviews, including re-negotiating contract terms.> Identify opportunities to improve outcomes, efficiencies and value for money in both the establishment and management of existing and future contracted supply arrangements for SA Health.
Contributing to the development of the Provider Commissioning and Performance unit by:	<ul style="list-style-type: none">> Acting as a role model for the organisational values of honesty, respect and integrity.> Actively promoting the understanding and pursuance of the mission, vision and strategic directions of the Department for Health and Wellbeing.> Working towards the development of a workgroup culture of enthusiasm, innovation and high performance.> Effectively representing the team and promote understanding of its activities and achievements to other parties, including senior management.> Clearly communicate the nature, timing and other expectations in relation to the established work priorities of the team.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > N/A

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to work under broad direction, determine priorities and work effectively under pressure.
- > Ability to take initiative, apply judgement, conceptually analyse and resolve problems and provide concise, informed and practical advice in both written and verbal formats.
- > Ability to contribute to project development, planning and implementation of strategies by identifying and raising issues, trends and areas for service development.
- > Proven ability to communicate effectively with people at all levels, verbally, in writing and by means of presentations, including the ability to produce documents of a high quality.
- > Ability to work collaboratively with stakeholders from a variety of professional and organisation backgrounds, including effective negotiation and conflict resolution skills.

Experience:

- > Experience undertaking project-based work including the preparation, implementation, monitoring and evaluation of projects and service initiatives, involving both teamwork and individual effort.
- > Experience working collaboratively with a range of Government and non-Government agencies.
- > Proven experience in contract management, including all stages in the procurement cycle: acquisition planning, market approach, evaluation, contract execution, contract management, contract review and contract closure and/or modifications.
- > Demonstrated experience in the control and coordination of computer applications and data bases and proficient in the use of MS Microsoft Office programs inclusive of Visio, Excel and Word, maintaining information resources to produce documentation of high quality.

Knowledge:

- > Knowledge of South Australian Government Procurement and Contract Management Frameworks.
- > Knowledge of project management methodology and principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Tertiary qualification in health or business-related discipline(s).

Personal Abilities/Aptitudes/Skills:

- > N/A

Experience

- > N/A

Knowledge

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'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:

The Service Contracts team, Provider Commissioning and Performance provides leadership across SA Health in driving NGO reform including enhancing NGO performance, and ensuring NGO services are optimally aligned with SA Health and State Government strategic directions.

The Service Contracts team provides strategic advice, leadership and support across the reform of NGO service provision.

The Service Contracts team has a vital role in centralising, consolidating and streamlining contract management across SA Health and providing leadership in bringing a coherent and consistent approach to the management of NGO contracting.

Service Contracts has functional responsibility for contract management and inclusive of the following priorities:

- Building Partnerships
- Cost Savings
- Improved NGO contracting and performance

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: Michele McKinnon

Role Title: Executive Director, Provider Commissioning and Performance

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