



## ROLE DESCRIPTION

<b>Role Title:</b>	Multiple roles available
<b>Classification Code:</b>	ASO8
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Hospital/ Service/ Cluster:</b>	N/A
<b>Division:</b>	Strategy and Governance
<b>Department/Section / Unit/ Ward:</b>	Aboriginal Health Unit
<b>Role reports to:</b>	Director
<b>Role Created/ Reviewed Date:</b>	August 2024
<b>Criminal and Relevant History Screening:</b>	<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)
<b>Immunisation Risk Category Requirements:</b>	<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 ASO5 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.
  - o Provide strategic advice on proposals, policy, programs, services and research that draws on information from across SA Health.

- o 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.

**Direct Reports:**

- > Between 3-5 direct reports levels ranging from ASO5-ASO7.

**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:**

- > Level 4 Finance and HR Delegations

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
Manage the establishment and coordination of the Projects through:	<ul style="list-style-type: none"> <li>&gt; Manage relationships with key stakeholders, key clinicians involved in the care of patients and their families, non-Government agencies, consumers and the community, the Department for Health &amp; Wellbeing and with Local Health Networks.</li> <li>&gt; Lead and manage a program of critical clinical improvement, clinical engagement and other projects using consistent project management methodology including working closely with relevant committees, stakeholders and appointed project leads to ensure alignment with directions determined by a Statewide Taskforce.</li> <li>&gt; Lead and manage the successful, consistent implementation of a portfolio of taskforce projects across all stages of the project</li> </ul>

	<p>management continuum, from inception to completion, by proactively promoting the SA Health Project Management Framework and enabling tools.</p> <ul style="list-style-type: none"> <li>&gt; Prepare and present briefings, project plans and reports (including but not limited to Clinical Guidelines, Clinical Pathways and Models of Care), publications, information bulletins, Ministerial / Parliamentary / Government business briefing papers and other related information.</li> <li>&gt; With assistance from Media &amp; Communications branch, maintain a communication plan that ensures all key stakeholders are aware of the key initiatives and undertakings of clinical improvement Projects.</li> <li>&gt; Establish and maintain effective working relationships across the portfolio and with Government, Commonwealth Agencies, non-Government agencies, community and relevant service providers.</li> <li>&gt; Chair and/or provide executive support to steering groups, senior project groups, and working parties as required.</li> </ul>
Establish priority setting of branch projects the through:	<ul style="list-style-type: none"> <li>&gt; Provide strategic planning advice and information on the needs, planning initiatives, service design and development issues for projects.</li> <li>&gt; Initiate and participate in data collection and analysis for approved projects and surveys to undertake priority setting, monitoring and evaluation.</li> <li>&gt; Lead, manage and achieve linkages between all components of the health system.</li> </ul>
Project Reporting, Benefits Realisation and Assurance	<ul style="list-style-type: none"> <li>&gt; Lead and manage effective reporting and KPI monitoring processes to successfully monitor performance in the realisation of project benefits.</li> <li>&gt; Ensure reporting processes are robust, exception based and flexible enough to meet the changing needs of programs or projects.</li> <li>&gt; Provide regular reports to agreed governance groups, including a commentary on performance, coordinating upward aggregation of data/information and reports including highlighting, status and dashboards.</li> </ul>
Advice, Consultation and Relationship Management	<ul style="list-style-type: none"> <li>&gt; Establish and maintain strong working relationships and communication processes with executive leads, project managers, stakeholders, contractors and project resources.</li> <li>&gt; Initiate, manage and build professional working relationships with key stakeholders across SA Health to ensure a coordinated approach to initiative delivery.</li> <li>&gt; Actively engage with key stakeholders to deliver consistent and high-quality implementation support.</li> <li>&gt; Provide expertise and leadership to achieve linkages between all components of the health portfolio.</li> <li>&gt; Communicate information concisely and accurately, in verbal and written format to accommodate various key stakeholder audiences.</li> <li>&gt; Participate on relevant internal and external committees, forums and working groups to provide expert advice and support.</li> </ul>
Team and office environment	<ul style="list-style-type: none"> <li>&gt; Provide leadership and advice on specific projects as appropriate.</li> <li>&gt; Participate in team and organisational meetings.</li> <li>&gt; Provide comprehensive day to day support to colleagues and contribute to the work of the team/Branch/Directorate to ensure the development and delivery of organisational initiatives that are aligned to SA Health priorities.</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>&gt; Provide coaching, mentoring and training in implementation practice leading to more successful initiative delivery.</li> <li>&gt; Contribute to business and strategic planning processes.</li> <li>&gt; Contribute to the generation of ideas for the improvement and review of work practices.</li> </ul>

Maintain compliance with General Public Sector policy through:	> Ensure the promotion and implementation of the General Public Sector management aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.
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## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

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

- > Nil.

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

- > Well-developed interpersonal, communication and leadership skills, which demonstrate a capacity to build and maintain relationships with diverse stakeholders and encourage cooperation and collaboration in the address of complex issues.
- > Demonstrated high level written and verbal communication skills including the ability to draw sound conclusions, prepare sensitive briefings and provide summary or recommendations in a meaningful manner.
- > Demonstrated ability to determine goals and priorities within the framework of corporate objectives, lead projects at a strategic level under broad direction and policy guidelines within limited timeframes and ensuring that deadlines are met.
- > High level of ability to think critically, exercise significant levels of independent judgement and delegated authority to solve complex problems, analyse and synthesise quantitative and qualitative information to form an evidence based approach to priority setting and decision making.
- > Demonstrated commitment to working as an ally for Aboriginal people and communities through listening and actively providing support in a way that is meaningful and respectful.

#### **Experience:**

- > Extensive experience in program or project management roles that enable system wide improvements in alignment with strategic objectives including providing strategic analysis, advice and recommendations on service design and development issues for projects.
- > Extensive experience in project management including governance, strategic planning and controls, support and assurance, change management, benefit realisation, risk management, issue resolution, budgets, reporting, performance management, methods and tools.
- > Extensive experience in establishing and maintaining strong working relationships and communication processes with clients, stakeholders, contractors and project teams.

#### **Knowledge:**

- > Detailed knowledge of recognised and accepted project management methodologies, strategic planning and policy development process.
- > Detailed knowledge of the Australian health system, the operations of the public health system, strategic demand management and government and non-government health related agencies, funding programs and activities.

### DESIRABLE CHARACTERISTICS

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

- > Relevant qualification/s in health, implementation science, project management (e.g. Prince 2, PMBoK, Agile) or equivalent experience.

**Personal Abilities/Aptitudes/Skills:**

- > Nil

**Experience:**

- > Experience in service delivery or management in the South Australian health system.

**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.
- > Knowledge of current policy and strategy frameworks in SA Health.

### 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:

The Implementation Science Unit (ISU) is part of the Clinical System Support & Improvement Division of the Department for Health and Wellbeing (DWH) and provides a central hub for SA Health implementation and project support. ISU is the host team supporting the expression of interest, depending on the requirements, the position may be located within any division, unit, team within DHW.

The Department for Health and Wellbeing assists the Minister to set the policy framework and strategic directions for SA Health. The Department supports the delivery of public health services, formulates health and wellbeing policy and programs, facilitates public and consumer consultation on health issues, and monitors the performance of South Australia's health system by providing timely advice, research and administrative support.



## 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:**