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SA Health Job Pack

Job Title	Program Manager (Acute)
Eligibility	Open to Everyone
Job Number	773087
Applications Closing Date	17 December 2021
Region / Division	Northern Adelaide Local Health Network
Health Service	Lyell McEwin Hospital
Location	Elizabeth Vale
Classification	AHP3
Job Status	Full-Time Temporary up to 1 July 2022
Total Indicative Remuneration	\$111,284 - \$119,125 p.a.

Contact Details

Full name	Linda Nimmo
Phone number	0477 341 648
Email address	linda.nimmo@sa.gov.au

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Screening - **DHS**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening – **NPC or DHS**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category C (minimal patient contact)

- *This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). [Please click here for further information on these requirements.](#)*

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Program Manager (Acute)
Classification Code:	AHP-3
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network
Hospital/ Service/ Cluster	Lyell McEwin Hospital
Division:	Allied Health
Department/Section / Unit/ Ward:	Acute Services
Role reports to:	Executive Director AH NALHN / Director Clinical Service Operations AH
Role Created/ Reviewed Date:	Reviewed 24/12/2020
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children Check - WWCC (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category:	<input type="checkbox"/> Category A (Direct contact with blood or body substance) <input type="checkbox"/> Category B (Indirect contact with blood or body substance) <input checked="" type="checkbox"/> Category C (Minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:
<ul style="list-style-type: none"> > The Program Manager is accountable to the Director of Clinical Operations Allied Health NALHN for the strategic development, implementation, coordination and evaluation of service models / quality practice improvement and research projects that support quality service provision for patients within the Northern Adelaide Local Health Network (NALHN). > The Program Manager (Acute) utilises clinical / research experience, increasing clinical knowledge and research outcomes to plan, implement and evaluate Allied Health services to meet client needs. > The Program Manager (Acute) works collaboratively with the Allied Health multi-disciplinary team, and the Allied Health Research Chair, to contribute to the development, implementation, coordination and evaluation of research projects which support clinical services and contribute to the provision of high quality patient care. > The Program Manager will provide professional leadership and coordination support to the allied health clinicians involved in service reform / evaluation / research activities across NALHN Allied Health services. The Program Manager will contribute to both intra and inter professional activities across the acute services. > Working with other managers and allied health clinicians the program manager optimises team functioning and service delivery outcomes that positively impact on client health outcomes.
Key Relationships/ Interactions:
<ul style="list-style-type: none"> > Reports to the Director Clinical Service Operations Allied Health. > Works collaboratively with the Allied Health Research Chair and other members of the multidisciplinary teams of acute services across multiple sites. > Liaise with other health professionals, service providers and the communities.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing a busy workload and competing demands requiring the ability to organise and prioritise workload and time.
- > Ability to assist with diverse activities and key accountabilities requiring the ability to work as a member of a team across a number of Allied Health professionals.
- > Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour.
- > Maintaining professional boundaries when responding appropriately to client and family/carer expectations.

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Responsible, in consultation with the Director Clinical Operations, Allied Health Research Chair and senior managers for the development and provision of high quality Allied Health acute services that are patient centred and maximise functional / health outcomes including:	<ul style="list-style-type: none">> Providing leadership, consultancy and advice to management and other health professionals on service delivery, development and practice within Allied Health acute services.> Developing, reviewing and evaluating clinical protocols, policies, procedures and resources within a best practice framework within a service stream.> Actively participating in and / or co-ordinating multi-disciplinary service team projects, quality activities, research and evaluation programs within the site and / or region.> Coordinating continuous quality improvement, research and / or service development activities to improve services and ensure quality patient outcomes.> Collection and entry of required data sets, and participating in the review and evaluation of this as required.> Management and maintenance of equipment and supplies in a cost effective manner.> Acting as a resource in their area of expertise.
Provide highly skilled Allied Health acute services to maximise functional health outcomes of inpatients and outpatients including:	<ul style="list-style-type: none">> Assessing and implementing intervention / treatment programs that reflect best practice guidelines.> Ensuring documentation is consistent with service policy and practice.> Providing information to patients, families, carers and community services.> Undertaking comprehensive discharge planning in conjunction with other team members.> Maintaining and developing clinical and professional knowledge and skills.

Contribute to the effective management of human resources within Allied Health acute services, including:	<ul style="list-style-type: none"> > Participating in the recruitment and selection of staff. > Implementing staff orientation programs, development plans and training programs. > Review required competencies and training requirements and coordinate appropriate training programs as required. > Providing professional clinical supervision and contributing to the education activities of other health professionals. > Conducting performance management of designated staff, including career planning and development.
Contribute to the educational and research culture of Allied Health acute services including:	<ul style="list-style-type: none"> > Undertaking clinical training and educational activities including the development of training resources. > Liaising with educational providers regarding educational outcomes of clinical placements. > Providing training and supervision to students on placement. > Acting as a mentor and clinical supervisor. > Participating in appropriate interdisciplinary projects, quality activities, research and evaluation programs. > Conducting education sessions for a range of staff within the hospital.
Contribute to the delivery and management of efficient work practices and a culture of continued quality improvement, including:	<ul style="list-style-type: none"> > Leading and implementing change management strategies to support service reform. > Using data and evidence to inform best practice service models. > Participating in, and facilitating the delivery of, collaborative team work and effective continuous learning and professional development. > Actively participating in continuous Quality Improvement activities, including the identification of performance standards and increased efficiencies. > Ensuring collection of agreed outcome measures and data sets including: clinical outcome measures, client/carer satisfaction, length of stay within the service, and programme costs. > Monitoring, analysing and reporting on the key outcome measures to enable recommendation for improvements of the programme. > Monitoring and reporting on the programme's activity levels.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Appropriate degree or equivalent qualification for one of the following Allied Health disciplines working in the service, specifically:
 - Appropriate Degree or equivalent qualification which entitles registration as an Occupational Therapist with the Occupational Therapy Board of Australia.
 - Appropriate Degree or equivalent qualification which entitles registration with the Physiotherapy Board of Australia.
 - Appropriate Degree or equivalent qualification which gives eligibility for full membership of Speech Pathology Australia.
 - Appropriate Degree or equivalent qualification which gives eligibility for full membership of the Dietitians Association of Australia (DAA).
 - Appropriate Degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers.
 - Appropriate Degree or equivalent qualification which gives eligibility for Association membership with Audiology Australia.
 - Appropriate Degree or equivalent qualification which entitles registration with the Podiatry Board of Australia.
 - Appropriate Degree or equivalent qualification, usually in human movements, inclusive of the exercise physiology elective and eligible for accreditation from Exercise Sports Science Australia (ESSA).

Personal Abilities/Aptitudes/Skills

- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the Work Health and Safety Act 2012 (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards.
- > Demonstrated high level competency and extensive knowledge in Allied Health acute assessment and treatment techniques with a broad range of acute clinical skills.
- > Demonstrated high level interpersonal skills (both verbally and written) including negotiation, consultation and conflict resolution skills.
- > Demonstrated ability to establish and maintain effective networks and partnerships with a broad range of culturally diverse clients and stakeholders, including patients and their families, community services / agencies and other service providers, within a multi-disciplinary setting.
- > Demonstrated high level verbal and written communication skills including the ability to prepare concise, accurate and timely clinical reports and data.
- > Demonstrated skills and abilities in leadership; supervision of staff; flexibility; working independently and within an inter-disciplinary team; managing variable workloads and competing priorities; and adapting to changing service provision needs.
- > Demonstrated ability to perform the physical demands of the position and to utilise sound manual handling practices.
- > Demonstrated commitment to improve personal and professional skills through self-directed learning and evaluation in line with LHN objectives.
- > Demonstrated ability to develop, implement and evaluate continuous quality improvement activities.

Experience

- > Extensive experience in clinical management within the acute service area, including program evaluation and service development, combined with a broad base of experience in acute practice.
- > Demonstrated experience in liaising with a range of community services.
- > Demonstrated experience in the effective development, implementation and evaluation of departmental policies and procedures relevant in a hospital setting.
- > Demonstrated experience in the co-ordination of a program or service.
- > Demonstrated experience in the use of Microsoft Office (including Word, Excel and database packages).
- > Broad level of experience working with database packages, including CME.

Knowledge

- > Understanding of the roles and responsibilities of other Allied Health clinicians within an acute services setting.
- > Understanding of Work Health and Safety principles and procedures.
- > Understanding of the Australian National Safety & Quality Health Service Standards.
- > Knowledge of continuous Quality Improvement principles and methods.
- > Demonstrated knowledge of Northern Region Community resources.

DESIRABLE CHARACTERISTICS

Personal Abilities/Aptitudes/Skills

- > Demonstrated commitment to excellence and innovation in work practices.

Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Experience in undertaking research activities within an Allied Health context.

Knowledge

- > Demonstrated understanding and compliance with LHN Delegation of Authority.
- > Understanding of evidence based practice, professional standards and legislation affecting health service delivery.

Special Conditions:

- > 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 Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Child Safety (Prohibited Person) Act (2016)* must obtain a satisfactory Criminal and Relevant History 'Working With Children Check' (WWCC) employment screening through the Screening and Licensing Unit, Department of Human Services.
- > Criminal and Relevant History Screening must be renewed every 5 years thereafter from date of issue for 'Prescribed Positions' under the *Child Safety (Prohibited Person) Act (2016)*.
- > Criminal and Relevant History Screening must be renewed every 3 years for 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007 (Cth)*.
- > 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.
- > May be required to work within other locations of the Northern Adelaide LHN.
- > Out of hours and weekend work, including public holidays will be required.
- > Participation in an on-call roster may be required Roster arrangements may be reviewed/varied, in order to meet organisational requirement.
- > Reasonable overtime will be required.
- > Support values consistent with the aims of SA Health and the LHN, including honesty, respect and integrity.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

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 Guidelines for Health Care Workers in South Australia 2014*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)*
- > *Child Safety (Prohibited Person) Act (2016)*
- > *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 & 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.

Cultural Commitment:

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > South East Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 19/20 for NALHN is \$790M with a workforce of 3,857 FTE / 5,240 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

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.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

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.

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	01/05/2018	24/12/2020	Original version.
V2	24/12/2020		Updated to latest template and amended formatting.