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## SA Health Job Pack

Job Title	Director, Consumer and Community Engagement
Eligibility	Open to Everyone
Job Number	703612
Applications Closing Date	23/8/19
Region / Division	Women's and Children's Health Network
Health Service	Corporate Services
Location	North Adelaide
Classification	MAS3
Job Status	Ongoing, Full-time
Total Indicative Remuneration	\$130,906

## 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 Human Services 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**
- ☒ General Employment Probity Check - **NPC**

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

## Immunisation

### **Risk Category B (indirect contact with blood or body substances)**

*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 B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)*

## Contact Details

Full name	Lesley Jeffers
Phone number	8161 7993
Email address	Lesley.jeffers@sa.gov.au

**NOTE: Please refer to the accountability statement at the end of this document.**

## 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

<b>Role Title:</b>	Director, Consumer and Community Engagement
<b>Classification Code:</b>	MAS3
<b>LHN/ HN/ SAAS/ DHA:</b>	Women's and Children's Health Network
<b>Hospital/ Service/ Cluster</b>	Women's and Children's Health Network
<b>Division:</b>	Corporate Services
<b>Department/Section / Unit/ Ward:</b>	Consumer and Community Engagement
<b>Role reports to:</b>	Executive Director, Corporate Services
<b>Reviewed Date:</b>	July 2019
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

## ROLE CONTEXT

### Primary Objective(s) of role:

The WCHN recognises that meaningful involvement of strategic public participation in our decision-making. Consumer and Community engagement is vital for any Health Network under the Australian Commission of Safety and Quality. Public Participation will result in improved health outcomes, increased accountability, quality improvement and sustainable services.

The Director of Consumer and Community Engagement works strategically, collaboratively with consumers and the community affiliated by geographic proximity, special interest or similar situations to address issues affecting the wellbeing of those people.

The role is the high-level vehicle for bringing about Person and Family Centred Care changes, principles and processes to environmental and behavioural changes that will improve of WCHN Consumers. The role strengthens and enhances partnerships and coalitions that help mobilise resources and influence systems, change relationships among partners and serve as catalysts for changing policies, programs and practices. It refers to the connections between WCHN and key stakeholders. The role provides executive oversight over public participation practice.

It aligns closely with the actions of Standard 2: Partnering with Consumers from the Australian Commission on Safety and Quality in Health Care and the Director of Consumer and Community Engagement is the principle consultant for WCHN to mobilize attainment of these actions.

The WCHN Director of Consumer and Community Engagement is responsible for leading the development, implementation and evaluation of a comprehensive Consumer and Community Engagement strategy across the WCHN in the following areas:

- Consumer Engagement
- Friends and Auxiliaries of the Network
- Community Engagement
- Volunteers
- Events (internal and external) Public Promotion
- Quality Improvements
- Consumer Governance

This role comprises:

- Mobilisation of Person and Family Centred Care principles and processes which engages with the consumer as a partner, across all Divisions. To position the organisation to translate Person and

Family Centred Care principles at service delivery, procedure development and organisational governance levels.

- Providing the highest level consultation, advice and strategic thinking to the Executive of the Women's and Children's Health Network.
- To provide considered and high-level strategic consultation to all divisions in regards to consumer and community engagement. Including but not limited to implementation of quality improvements to micro, mezzo and macro facets of clinical and non-clinical care.
- To provide strategic oversight over the Consumer Governance Structure for the Network.
- To ensure that consumer participation complies with SA Health Policy, The Australian Commission on Safety and Quality of Health Care Standard 2- Consumer Participation and WCHN procedures.
- Providing strategic advice to executive and divisions on Person and Family Centred Care.
- To lead innovative solutions for the Network through the triangulation of literature lived experience and staff engagement.

#### **Direct Reports:**

The Director, Consumer and Community Engagement has the following direct reports:

- Manager of Volunteers
- Manager of Friends and Auxiliaries
- Consumer Engagement Coordinator
- Events Coordinator

#### **Key Relationships/ Interactions:**

Reports directly to the Executive Director, Corporate Services and provides strategic consultation to the Chief Executive Officer of WCHN.

##### Internal

- > Chief Executive Officer and Executive Leadership Team.
- > The Safety and Quality Unit, Health Information Health Informatics, Policy, Performance Outcomes (HIPPO) Unit, the Facilities Planning & Management Unit WCHN, Media and Communications, Clinical Practice Development and Centre of Education.
- > WCHN staff across all directorates including clinical staff, other health workers and administrative staff

##### External

- > Community and consumers, peak non-government agencies and consumer advocacy bodies
- > Senior officers within the SA Department of Health and Ageing
- > Other government agencies, key community/consumer stakeholders and service providers.

#### **Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Responding to competing demands of an ever changing public participation landscape.
- > Strategic consultation for the build of the New Women's and Children's University Hospital.
- > Operating a Community Engagement Unit which includes broad collegial approach between Volunteers, Friends, Auxiliaries and Consumers.
- > Building staff capacity through implementing training for clinical leaders, senior management and the workforce on the value of and ways to, facilitate consumer/ community engagement and how to create and sustain partnerships.
- > Engaging the community/consumers, including those normally excluded from participation, particularly Aboriginal people and CALD groups to be involved.
- > Developing and implementing a rigorous process for recruiting, selecting and supporting members of the community and consumers to form the basis of a Central Register of consumers/community members who are ready to be engaged in consumer participation activities across WCHN.

**Delegations:**

- > Level 6 Delegation

**Resilience:**

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

**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.

**General Requirements:**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > 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.
- > Accountable for contribution to the safety and quality of care delivered to WCHN consumers (refer to Accountability Statement below).

**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.

**Special Conditions:**

- > Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue. Existing employees who have undertaken a Police Check and are cleared and then subsequently charged with an offence are required to inform their Line Manager immediately.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > As a state-wide service, WCHN employees may be required to undertake work at various locations in metropolitan Adelaide, and provide outreach to other parts of South Australia (the latter in consultation with the incumbent of the role).
- > 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.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.

**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 always 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.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Responsible for the development, implementation and maintenance of the WCHN Consumer and Community Engagement Strategy.</b>	<ul style="list-style-type: none"> <li>&gt; Provide expert consultancy and advice on the implementation of the Consumer and Community Engagement Strategy and systems that underpin the state and national agendas relating to community engagement and consumer participation.</li> <li>&gt; Lead, manage and supervise consumer representatives so they can be active on WCHN clinical governance committees.</li> <li>&gt; Lead innovative solutions for the Health Network through the triangulation of literature lived experience and staff engagement.</li> <li>&gt; Mobilise Person and Family Centred Care principles and processes across the Network which engages with the consumer as a partner.</li> <li>&gt; Position the Network to translate Person and Family Centred Care principles at service delivery, procedure development and organisational governance levels.</li> <li>&gt; Mobilize and provide high-level strategic advice to WCHN Divisions to ensure that public participation at every level is grounded by WCHN procedure and Person and Family Centred Care principles.</li> <li>&gt; Provide opportunities for engaging diverse, marginalised and newly emerging communities.</li> <li>&gt; Lead and actively participate (where relevant) committees, working parties and other groups in relation to consumer matters</li> <li>&gt; Ensure the achievement of the national accreditation standard of Partnering with Consumers through the provision of expert consultancy services to WCHN.</li> <li>&gt; Ensure programs, standards and policies are developed, maintained and evaluated within agreed timeframes.</li> </ul>
<b>Provide strategic advice, consultation and direction to Divisions of the Women's and Children's Health Network regarding Public Participation.</b>	<ul style="list-style-type: none"> <li>&gt; Provide strategic oversight over Consumer and Community Engagement within the Network.</li> <li>&gt; Provide a high level of input into policy development and decision making regarding matters related to the delivery of consumer centred care within the Network.</li> <li>&gt; Promote consumer interests and assist in planning and implementation of activities that promote consumer rights and improved consumer services.</li> <li>&gt; Develop processes to ensure consumer and community feedback on participation activities are integrated within a quality cycle and lead to improvements</li> <li>&gt; Develop and monitor indicators to measure the effectiveness of community engagement strategies</li> <li>&gt; Strategic oversight of Person and Family Centred Care including activities, processes and procedure mobilisation. Provide oversight over Standard 2 Partnering with Consumers and operate as the principle consultant for Divisions to gather consumer feedback on experience, monitor quality improvement activities and ensure that authentic engagement is upheld at all times.</li> <li>&gt; Provide consultancy over Public Promotion and Engagement activities for the Network including principle consultancy for all WCHN public engagement.</li> </ul>
<b>Contribute to staff and consumer representative capacity to engage with and support public participation.</b>	<ul style="list-style-type: none"> <li>&gt; Support staff orientation and training to build capacity regarding engaging with consumers and participation activities.</li> <li>&gt; Implement and maintain staff training to enhance patient centred care.</li> <li>&gt; Support the development of tools and resources to assist clinicians/administrative staff, divisions and management teams to partner with consumers.</li> <li>&gt; Build the capacity of the community to participate in activities of the WCHN.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Promote a consumer focus at every tier and service level including: <ul style="list-style-type: none"> <li>▪ Providing relevant training / education to WCHN staff in relation to consumer rights and responsibilities (including the 'Charter of Health and Community Services Rights').</li> <li>▪ Facilitating the development of a consumer involvement program that identifies opportunities to engage consumers in their care.</li> <li>▪ Contributing to the development and implementation of WCHN work plans / action plans relating to consumers.</li> </ul> </li> <li>&gt; Actively promoting the WCHN commitment to consumer participation.</li> <li>&gt; Guiding improvements to recruitment and selection processes for engagement of consumers.</li> </ul>
<b>Ensure timely and effective communication systems between WCHN, its representatives, key stakeholders the community and consumers.</b>	<ul style="list-style-type: none"> <li>&gt; Support consumer participation strategies in conjunction with WCHN services to ensure community and consumer input into service planning, decision making, implementation and evaluation.</li> <li>&gt; Ensure community/ consumer engagement activities are responsive to consumer and community needs and oversee Community Engagement Unit to ensure available and appropriate resources to support the service.</li> <li>&gt; Support maintenance of a Consumer Register through regular and relevant communication strategies.</li> <li>&gt; Develop strategies for regular and ongoing communication with the community about how to be involved in health service and the availability of participatory activities.</li> </ul>
<b>Strategic management of the Community and Consumer Engagement Unit.</b>	<ul style="list-style-type: none"> <li>&gt; Provide high level oversight and supervision of the Volunteer, Community Engagement, Friends and Auxiliaries departments.</li> <li>&gt; Work with leadership team of the Community Engagement Unit to measure the effectiveness of the various units and look for collegial alliances across the WCHN.</li> <li>&gt; Provide high-level leadership to the team and ensure the team comply with legislation.</li> <li>&gt; Build a culture that appreciates cultural diversity, responds with a zero tolerance perspective towards violence towards women and operates with integrity against the Person and Family Centred Care principles.</li> <li>&gt; Foster a team environment which promotes positively, learning and development, safety and welfare of employees, acknowledges differences and encourages team work, creativity, innovation and honesty.</li> <li>&gt; Ensure systems and structures are in place to progress and support appropriate staff development.</li> <li>&gt; Ensure contemporary workforce plans are developed to meet service requirements, and to enhance the workforce's skills and confidence.</li> <li>&gt; Provide reliable and accurate monitoring and reporting of business and financial activity.</li> <li>&gt; Undertake appropriate risk assessments to ensure that risks are identified and managed appropriately within area of responsibility.</li> </ul>
<b>Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies, including OHS&amp;W requirements.</b>	<ul style="list-style-type: none"> <li>&gt; Adhere to departmental human resource policies.</li> <li>&gt; Ensure that the principles of Equal Employment Opportunity and Ethical Conduct are a normal part of doing business.</li> <li>&gt; Manage industrial relations issues appropriately as they arise.</li> <li>&gt; Ensure consumer engagement is reflective of the complexity and diversity of the Australian and South Australian community, especially families, women, children and young people, population served by the WCHN.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

>

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

- > Demonstrated high level communication skills with the ability to use judgement initiative and discretion when dealing with sensitive and confidential issues, including the ability to provide clear, concise and comprehensive advice both verbally and in writing.
- > Demonstrated ability to establish and maintain positive relationships with people and organisations internally and externally.
- > Proven ability and high level experience in negotiating solutions to complex problems with key stakeholders.
- > Proven ability to provide high level written reports and briefing papers to a high standard along with proven ability to conduct and chair a range of meetings including community meetings with due regard to the principles of participation.

#### **Experience**

- > Demonstrated experience and ability of working successfully in a multi-disciplinary environment including facilitating the achievement of collaborative outcomes, developing and implementing training programs for multi-disciplinary staff and liaising and consulting with a range of external agencies.
- > Proven experience in the implementation of consumer focused programs including experience in the design, implementation and review of complex projects.
- > Significant experience in the development and implementation of a broad range of consumer participation and community engagement methodologies and strategies, including Consumer Advisory Groups, focus groups, community forums, community planning workshops and participatory research.
- > Significant experience in the development and implementation of strategies to involve a diverse range of consumers and community groups in service planning and evaluation.

#### **Knowledge**

- > Sound understanding of principles of Consumer Engagement and quality management principles and procedures.
- > Sound understanding of the complexity and diversity of the Australian and South Australian community, especially families, women, children and young people.
- > Knowledge of the Australian Commission on Safety & Quality in Healthcare National Standards.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Tertiary qualifications in a health discipline, community services, or the social sciences

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

#### **Experience**

- > A successful record of consulting with and engaging the community, including specific experience working with Aboriginal people and people from culturally and linguistically diverse backgrounds.

#### **Knowledge**

- > Understanding of the following:
  - The Freedom of Information Act 1991
  - The South Australian Health Commission Act 1976
  - Ombudsman Act 1972
  - Consent to Medical Treatment and Palliative Care Act 1995
  - Mental Health Act, 1993
  - Guardianship and Administration Act 1993
  - Occupational Health and Safety Act
  - Equal Employment Act 1984
  - Code of Fair Information Privacy Principles
  - Health & Community Services Complaints Act 2004

## 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 legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### 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 Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- Specialist hospital services.
- Primary health care and population health programs.
- Integrated community care services.
- Services to address the health and wellbeing of particular populations, including Aboriginal Health Programs.
- Education and training programs.
- Research.

## 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.

### Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

### 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.

## 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 understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**

## Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

### Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

### Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high quality care to consumers, and are expected to perform their roles with diligence; and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

### Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary and person centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

### Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct and manage the performance of staff to meet operational requirements; implement and promote evidence based standards and policies that are compliant with relevant, professional, industrial and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

### Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

### WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

### Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

### Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.

# Strategic Management Plan 2018-2020

Our Purpose: Improving the health and wellbeing of our community

## Lead

Imagining the future

- Care for our staff so that we can care for our community
- Continue to strengthen person and family centred care
- Enable an innovative and productive culture to ensure we are delivering excellent care
- Ensure women, youth and children's safety
- Improve health outcomes for Aboriginal women, children and families
- Improve wellbeing and resilience of our young people
- Plan for the new Women's and Children's Hospital
- Work towards embedding a focus on the first 1000 days of life

## Partner

Together we do better

Build a caring, innovative, productive and safe workplace culture that enables an engaged, skilled workforce

Create a climate to foster research excellence and translation into practice

Embed collaboration, teamwork and partnership to lead quality service delivery for a range of complex needs

Encourage consumer and community engagement at all levels

Envision what excellence in care and continuous learning means

## Deliver

Improving the experience

Achieve ongoing accreditation under the National Safety and Quality Health Service Standards

Capitalise on service delivery benefits of modernised ICT infrastructure

Deliver greater efficiencies across outpatient services

### Key goals

Develop resourceful strategies for sustainment of current WCH site

Ensure that all of our services are financially sustainable

Implement recommendations from the Child Protection Systems Royal Commission

Implement successful CAMHS and CaFHS service model improvements



Government of South Australia  
SA Health