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SA Health Job Pack

Job Title	Improvement Coach
Job Number	676540
Applications Closing Date	23 November 2018
Region / Division	Southern Adelaide Local Health Network
Health Service	Flinders Medical Centre
Location	Bedford Park
Classification	AHP4
Job Status	More than one position - Permanent/Temporary - Part-time/Full-time
Total Indicative Remuneration	\$116,879 - \$127,335 (pro rata)

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:

- ☒ Child Related Employment Screening - **DCSI**
- ☐ 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 - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Sue O'Neill, Chief Executive Officer - SALHN
Phone number	8204 4066
Email address	Sue.O'Neill@sa.gov.au

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



Southern Adelaide Local Health Network (LHN) JOB AND PERSON SPECIFICATION (MANAGERIAL)

Role Title:	Improvement Coach
Classification Code:	AHP4
LHN/ HN/ SAAS/ DHA:	SOUTHERN ADELAIDE LOCAL HEALTH NETWORK
Hospital/ Service/ Cluster	Flinders Medical Centre
Division:	Corporate Services
Department/Section / Unit/ Ward:	Clinical Improvement Unit
Role reports to:	Chief Executive Officer
Role Created/ Reviewed Date:	September 2018
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category:	<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)

Job Specification

Primary Objective(s) of role:

The Improvement Coach, Clinical Improvement Unit, is responsible to the Chief Executive Officer for providing leadership, coaching, technical and change management expertise to drive continuous improvement activities across SALHN. The Improvement Coach will support the organisation to achieve its key objectives in the domains of Safety, Quality, Delivery, People and Cost.

The Improvement Coach will drive SALHN's continuous improvement efforts by:

1. Aligning continuous improvement activities with SALHN's strategic direction.
2. Leading complex system and process improvement across Departments and Divisions.
3. Building capability in continuous improvement across the organisation through coaching, mentoring and training, recognition and support.
4. Developing a continuous improvement and inquiring culture at SALHN where each decision and action is driven by the focus on patient outcomes and experience, measurement, and systems thinking.

Supporting SALHN's Integrated Management System- regular organisation wide review of consistent metrics with agreed goals, as well as the identification, resolution or escalation of any issues or problems, utilising SALHN's 8 steps to problem solving methodology

Direct Reports:

> NIL

Key Relationships/ Interactions:

Internal

- > The Improvement Coach will provide consultative advice and support as required to Executives and Senior Divisional Leads
- > The Improvement Coach will work across Divisions and Departments to support and facilitate continuous improvement activities.

External

> Maintains relationships with non-government organisations or other government organisations.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Addressing inconsistencies in between practice and policies/procedures.
- Monitor and manage unit/divisional resources within scope of role and promote a culture of due diligence.
- Keeping up-to-date with professional standards of practice, implementing and monitoring evidence based practices and technologies and quality and safety initiatives.
- The continuous improvement activities likely to be undertaken by the role will be complex and usually across departments and divisions. They will require high level interpersonal skills, data analysis and project management skills as well as an in depth understanding of continuous improvement techniques and methods.

Delegations: (as defined in SALHN instruments of delegations)

> As defined in SALHN instruments of delegations

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 in the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993* (Cth) – 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- [Information Privacy Principles](#)
- 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.

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.

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:

- 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 Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* (Cth) or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007* (Cth).
- Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- 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.

STATEMENT OF KEY OUTCOMES AND ASSOCIATED ACTIVITIES

- Integrate continuous improvement activities with SALHN's strategic priorities and service/care delivery to improve and optimise the patient experience, and outcomes.
- Drive SALHN's Continuous Improvement Program to facilitate improvement across the organisation, aligned with SALHN's management domains of Safety, Quality, Delivery, People and Cost.
- Provide leadership and coaching for complex system and process improvement across Departments and Divisions.
- Drive the development of a culture of inquiry and continuous improvement across the organisation to build reliable systems that enhance patient care.
- Develop and implement a continuous improvement approach that staff can use in improvement activities inclusive of standard tools and templates.
- Promote consumer engagement across all improvement activities ensuring alignment to SALHN's Consumer Engagement Strategy
- Coach staff to collect, analyse and monitor data to diagnose opportunities and to measure improvement.
- Utilise continuous improvement and problem solving methodologies, change management theory and practice to promote sustainability and support the organisation through key improvement activities and programs.
- Establish and support systems to monitor and map improvement activities and programs across the organisation against agreed timeframes and deliverables.
- Coach and educate staff in improvement principles and methods.
- Lead training and capacity building within the organisation on continuous improvement and problem solving methodologies.
- Utilise Continuous Improvement methodologies that are underpinned by robust analysis and evaluation frameworks to support best practice.
- Seek opportunities for health services research related to improvement work.
- Hold a contemporary professional practice portfolio containing professional development evidence commensurate with the level of autonomy, authority and influence expected of the role.

Acknowledged by Occupant: _____ Date: ____/____/____

PERSON SPECIFICATION

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Must hold an appropriate degree level qualification and membership (or eligibility for membership) with the relevant professional association, and/or registration with the relevant Board, as prescribed by the Commissioner for Public Sector Employment Determination 5: Classification and Remuneration of Employees.
-

Personal Abilities/Aptitudes/Skills

- Effective leadership skills including highly developed skills in communication, problem solving conflict resolution and negotiation.
 - Must have an in depth understanding and commitment to practices of continuous improvement, improving outcomes and developing consumer partnerships.
 - Demonstrated ability to coach staff in improvement principles and methods.
 - Demonstrated ability in the facilitation of change management.
 - Ability to prioritise workload and meet timelines whilst working under minimal supervision.
 - Ability to be creative, innovative and flexible when approaching issues within the healthcare setting.
 - Demonstrated ability to foster a workplace environment that develops staff potential.
 - High level of oral and written communication skills including the ability to develop reports, proposals and presentations.
 - Demonstrated ability to develop a range of partnerships, networks and relationships with key stakeholders within and external to the organisation.
 - Demonstrated ability to develop a culture based on learning and continuous improvement.
 - Display adaptability and flexibility to meet the changing operational needs of the business
-

Experience

- Coaching and mentoring a wide range of stakeholders in continuous improvement activities.
 - Utilising high level conceptual and analytic skills, particularly in the areas of process improvement, problem solving and change management.
 - Value stream management, integrated management systems and data driven decision making
 - High level computing skills including excel
 - Negotiating effectively with a diverse group of clients, including clinicians and non-clinical staff, to achieve desired outcomes.
-

Knowledge

- Knowledge of Continuous Improvement methodologies such as 'Lean Thinking'
- Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and
- Knowledge of National Safety and Quality Health Service Standards
- Knowledge about change management processes and practice

2. DESIRABLE CHARACTERISTICS

Personal Abilities/Aptitudes/Skills

- Expertise in statistics and analytics
-

Experience

- Experience in a senior clinical and/or management position.
-

Knowledge

- Knowledge of the SA Public Health System
-

Educational/Vocational Qualifications

- Undergraduate or post graduate qualifications in a Business or Management related field.
-

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, socio economic, 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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, 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 Southern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the southern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 7,000 skilled staff provides high quality patient care, education, research and health promoting services.

Southern Adelaide LHN provides a range of acute and sub-acute health services for people of all ages, and has two hospitals, Flinders Medical Centre and Noarlunga Hospital.

Southern Adelaide LHN Intermediate Care Services will deliver multi-disciplinary clinical care, addressing complexity through targeted approaches to complex chronic disease management in the community, and supported hospital discharge and avoidance programs. There is a key focus on building partnerships across the care continuum supporting interfaces between acute sites, GPs, Primary Care and Community based services.

Mental Health Services provides a range of integrated services across community and hospital settings, targeted at all age groups, in collaboration with non-Government organisations and General Practice Network South.

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; it sets out the South Australian Public Sector values as:

- > Service – Proudly serve the community and Government of South Australia.
- > Professionalism – Strive for excellence.
- > Trust – Have confidence in the ability of others.
- > Respect – Value every individual.
- > Collaboration & engagement – Create solutions together.
- > Honesty & integrity – Act truthfully, consistently, and fairly.
- > Courage & tenacity- Never give up.
- > Sustainability - Work to get the best results for current and future generations of South Australians.

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

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Approvals

Job and Person Specification 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: