



ROLE DESCRIPTION

Role Title:	ePCR Project Office Manager
Classification Code:	ASO7
LHN/ HN/ SAAS/ DHW:	SA Ambulance Service (SAAS)
Hospital/ Service/ Cluster:	SAAS
Division:	Corporate Services
Department/Section / Unit/ Ward:	ePCR Project
Role reports to:	ePCR Program Manager
Role Created/ Reviewed Date:	
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

SA Ambulance Service (SAAS) is currently the only ambulance service in Australia without an electronic Patient Care Record (ePCR) system. SAAS Clinicians record patient care details on hard copy paper case cards and administrative staff then manually enter part of this information into the SAAS billing system. SAAS has embarked on a transformational program of work, comprising of project teams to design, build and implement:

- an electronic Patient Care Record (ePCR) Solution
- a State-wide ePCR Mobile Communications Network to support mobile operation of the ePCR Solution

These projects directly or indirectly impact nearly all business groups across the SA Ambulance Service and support the delivery of SA Health's key priorities.

The ePCR Project Office Manager will provide pivotal support to the projects and the ePCR Program Manager. The ePCR Project Manager will manage and additional staff member and be responsible for:

- > Managing the overall project schedule, risk register, issues log and status reporting for the ePCR Program projects
- > Management of all support functions for the ePCR program including managing the procurement processes for ePCR Devices and ePCR Printers.
- > Coordinate resources to support Project activities across all three projects, including organising spaces and equipment for workshops and training sessions, managing purchasing and supporting budget management.
- > Manage reporting requirements, administrative functions and document submission of required deliverables through the ePCR Program governance structure.

Direct Reports:

- ePCR Program Support Officer

Key Relationships/ Interactions:Internal

- This position directly reports to ePCR Program Manager for all functional, organisational, performance and HR matters.
- As the leader of a small dynamic team, and a member of the broader ePCR Program, maintains productive working relationships with colleagues and peers.
- Works collaboratively with the ePCR Program Manager, ePCR Project Leadership Team and members of the ePCR Mobile Communications Project to coordinate activities and resources, and monitor progress of interdependent deliverables.
- Fosters positive and engaging relationships with stakeholders within the SA Ambulance Service to support planning, resourcing and execution of Program activities.
- Provides reporting and updates to Governance Committees and boards, including the ePCR Program Board and SAAS Executive Leadership Team and responds to enquiries in collaboration with other managers and colleagues as appropriate.

External

- Consults with various teams SA Health and Department of Health and Wellbeing as required on matters requiring advice, input or collaboration.
- Works closely with the SA Health Digital Health Project Management Office and other key Digital Health teams
- Works closely with SA Health Procurement and Supply Chain Management, in collaboration with SA Ambulance Service Procurement & Contract Management Team.
- Engages with stakeholders both within other SA Government agencies or external organisations as required to research topics, obtain consultation or coordinate activities.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Maintaining key project information to support management of the project and reporting to key stakeholders.
- > Providing high level service, support and problem solving in a dynamic environment with competing demands.
- > Coordinating multiple activities and resources simultaneously to deliver effective outcomes.
- > Continual exposure to new challenges and diverse priorities.

Delegations:

Level 3 HR Delegations as defined in *SPDF-001 Human Resources Delegations and Authorisations*.

Financial delegations are associated with this position.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Organisational/Operational support and advice to ePCR Project	<ul style="list-style-type: none"> > Report to the ePCR Program Manager on matters relating to development of deliverables, coordination of activities and resourcing, and priorities of the ePCR Program Support Team. > Represent the ePCR Program Manager at various meetings and project groups as required. > Draft correspondence and briefings on behalf of the ePCR Program Manager as required. > Actively participate in, contribute to, and support the ePCR Project Leadership Team, ePCR Mobile Communications Network Team and SAAS Billing System Replacement Project Management. > Provide support for the planning and delivery of ePCR Project. > Ensure discretion, tact, diplomacy, and a high level of confidentiality is demonstrated. > Engage with other teams within the ePCR Project to effectively manage change impacts and required communications and coordination of resources. > Travel as required to locations and sites across the state to support and manage program activities.
Project Management	<ul style="list-style-type: none"> > Exercise high levels of project management expertise to identify issues, formulates solutions and propose initiatives which will assist in the effective delivery of the Billing Solution. > Provide high level recommendations and regular reports to the ePCR Program Manager to provide update of project progress, milestones and risks. > Ensure project resources, both personnel and financial, are effectively managed and coordinated to implement project or program outcomes. > Establish and manage the project schedule to monitor and track project progress and report on Project activities. > Identify, assess and establish a risk management framework including regular reporting on project risks. > Establish and manage the ePCR Program issue log and provide regular reporting on issue management > Budget preparation, monitoring and reporting and adherence to resource allocations.
Program Governance Support	<ul style="list-style-type: none"> > Support the preparation and reporting of project deliverables to ePCR Governance > Prepare regular project status reports for ePCR Governance in line with required reporting practices and cycles > Ensure ePCR Governance meetings are supported including scheduling of meeting and management of minutes
Program Administrative & Resourcing Management	<ul style="list-style-type: none"> > Provide management of support functions to the ePCR program including procurement, human resource, financial and administrative process to support the efficient and effective delivery of project activity

	<ul style="list-style-type: none"> > Establish necessary systems and practices to support required project administration activity
<p>Team Management and team work</p>	<ul style="list-style-type: none"> > Provide management, guidance and direction to ePCR Program Support Officer. > Maintain working relationships with team members, counterparts in other business units and internal/external stakeholders. > Contribute to the attainment of department performance objectives and service values. > Ensure the effective management of human, financial and physical assets through appropriate planning and allocation of resources to achieve project objectives within established timeframes and project plans. > Provide effective leadership to foster innovation and promote teamwork. > Lead, develop and foster a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation. > Maintain accurate and complete records of business activities created and received in accordance with the State Records Act and relevant policies and procedures.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- None.

Personal Abilities/Aptitudes/Skills

- Demonstrated high level project management skills, including proven ability to be collaborative, flexible and calm in resolving conflict, managing expectations and providing innovative and effective client services and clear and concise advice and reports with recommendations.
- High level interpersonal, written and verbal communication skills to articulate and present complex concepts clearly and concisely suitable to the audience, negotiate and influence stakeholders to achieve successful outcomes, develop effective working relationships and networks with a broad range of stakeholders and handle complex and sensitive issues with tact and diplomacy.
- Demonstrated ability to work independently, as well as collaboratively as a member of a team, under broad direction, and to analyse complex issues, identify innovative and appropriate solutions, manage high volumes of quality work within tight timeframes and use initiative, professional judgement and adaptability in order to respond to changing circumstances and priorities.
- Ability to manage to the spirit and principles of the Premier's safety Commitment and the legislative requirements of the Occupational Health, Safety and Welfare Act 1986, utilising AS/NZS ISO 31000 Risk Management – Principles and Guidelines, or to an equivalent set of standards.

Experience

- Extensive experience in project management in a large and complex organisation including planning, scheduling, controlling, managing and implementing a diverse range of ICT projects using a range of project management methodologies.
- Extensive experience in vendor and stakeholder engagement including managing suppliers of third party software and hardware services and negotiating and managing contracts and service level agreements.
- Experience in budget management and control and mentoring and coordinating staff.
- Extensive experience in supporting the reporting
- Experience in planning, prioritising and organising work for self and others to achieve goals and meet deadlines, including dealing with competing demands.

Knowledge

- Extensive knowledge of project management principles, change management practices and administrative processes in a large complex organisation.
- High level knowledge and understanding of SA Health administrative processes and practices.
- Knowledge of SAAS objectives and goals.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Project Management qualifications

Personal Abilities/Aptitudes/Skills:

- > Ability to learn and understand complex systems or processes.

Experience:

- > Experience delivering a complex program of work to a large group of users and stakeholders.
- > Experience in managing budgets or other financial resource allocations.

Knowledge:

- > Knowledge of Digital Health SA Organisational Structure and support processes.
- > In depth knowledge of SA Ambulance Service Organisational Structure, Organisation culture, operational practices and support processes.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act 2016*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act 2016*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
 - > *Officer WHS Duties: As an WHS defined Officer you must exercise due diligence as per the Work Health and Safety Act 2012 (SA).*
 - > *As a WHS defined Officer for SA Health, exercise due diligence to ensure SA Health compliance with Section 27 of the Work Health and Safety Act 2012 (SA), and take reasonably practicable steps to support health and safety culture, accountability, the allocation of resources and ensure compliance with legislative 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 (Aug 2017)*.
- > 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 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.

SA Ambulance Service:

SA AMBULANCE SERVICE VISION

An innovative, patient focussed, technology enabled, evidence driven, emergency response and health care ambulance service; achieved by exceptional people.

PURPOSE

To ensure South Australia thrives by enabling access to emergency and non-emergency ambulance health care and alternative patient pathways while contributing to our State's emergency preparedness and health response capability.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect patient focused, integrity and honesty, community collaboration, teamwork, respect and courtesy, change ready and authentic leadership. These values drive how we conduct our business and how we behave. We aim to uphold our values every day and recruit to those values. We will ensure we have a culture that is **Respectful, Inclusive, Supportive and Equitable (RISE)**.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

Division/ Department:

SAAS has embarked on a transformation project to deploy a purpose-built electronic Patient Care Record (ePCR) Solution across all ambulance services State-wide. The ePCR Project Team will comprise of motivated members who each bring specialist skills from their respective backgrounds to a collaborative goal focussed work environment. The Project Team will work closely with key stakeholders including SAAS, Digital Health SA,

Local Health Networks, External Suppliers and other Government Bodies to ensure the design, build and deployment of the ePCR Solution meets the needs of end users and delivers high quality outcomes to benefit the provision of healthcare in South Australia.

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.

SA Ambulance Service Values



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 sector 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
V8	12/02/2020	07/01/2021	Updated the Paramedic Registration clause in the essential minimum requirements
V9	07/01/2021	02/02/2021	Added integrity statement within the Code of Ethics
V10	02/02/2021	14/03/2024	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements
V11	14/03/2024	Current	Updated template with WHS requirements, SAAS Values, Vision and Purpose