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SA Health Job Pack

Job Title	Policy & Procedure Coordinator
Eligibility	Open to Everyone
Job Number	871655
Applications Closing Date	5/7/2024
Region / Division	Barossa Hills Fleurieu Local Health Network
Health Service	Rural Support Service - Risk and Assurance
Location	Location negotiable
Classification	ASO6
Job Status	Permanent Full-time position
Salary	\$97,022 - \$102,626 p.a.

Contact Details

Full name	Matt Lynagh
Phone number	(08) 7087 1245
Email address	matt.lynagh@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 Human Services (DHS) 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 Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - 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 [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants



Role Title	Policy and Procedure Coordinator
Classification Code	ASO6 (1.0 FTE)
Position Number	P21113
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN) as host
Hospital / Service / Cluster / RSS	Rural Support Service (RSS)
Department/Section / Unit/ Ward	Risk and Assurance
Role reports to	Manager Risk and Assurance
Role Created/ Reviewed Date	21/02/2017 / 24/06/2019 / 09/11/2020 / 13/02/2024 / 06/06/2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

- > Lead, develop, maintain and monitor systems that ensure policy and procedure systems efficiently support practice and quality outcomes.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Regional local health networks

- > Works within the Rural Support Service, which supports the six regional local health networks (LHNs) to provide flexible, responsive and innovative services by:
 - providing system-wide capacity and capability across a range of specialised clinical and corporate functions

Internal

- > Reports to Manager Risk & Assurance
- > Maintains a close working relationship with the RSS and Regional LHNs,
- > Works directly with RSS Policy and Procedure Committee and RLHN staff members with a wide range of portfolios, both clinical and non-clinical with policy and procedural requirements.

External

- > Maintains a working relationship with SA Health Policy division

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing competing priorities of workload and time frames relevant to policy and procedure processes
- > Managing tensions that may arise between achieving compliance and other organisational priorities

Delegations:

- > Financial delegations – Nil
- > Human resource delegations - Nil

Resilience:

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and RSS values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

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)* - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act 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.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health, BHFLHN and RSS policies, procedures and standards.

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 Statement:

Rural Support Service welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Rural Support Service is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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 Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Leadership and development of the Policy and Procedure Framework, database and reporting.	<ul style="list-style-type: none"> > Provide leadership in the implementation, monitoring and evaluation of an evidence based Policy and Procedure Framework that supports the Regional LHNs and RSS operational and strategic directions. > Provide high-level policy and procedure advice to senior management and executive. > Identify and communicate risks to Policy Sponsors, Governance Committees and Executive of any non-compliance or gaps identified. > Provide coordination of the Policy Management System and database, ensuring policy and procedure documents are current. > Provide regular reports to Sponsors, Governance Committees and other key personnel advising of the status of relevant documents. > Provide regular communication strategies to keep all staff informed of changes in policies and procedures > Maintain the Policy and Procedure Intranet pages > Ensure consistency of policy and procedure development and application > Provide leadership and robust evaluation of compliance and effectiveness of Policy and Procedures
Compliance with SA Health Policies	<ul style="list-style-type: none"> > Work collaboratively with SA Health, ensuring Regional LHN procedures align with SA Health policy. > Provide oversight and coordination of the allocation of new and reviewed SA Health Policy documents for implementation. > Develop and maintain links between SA Health Policies, Regional LHN policies and procedures and legislative requirements. > Support Regional LHNs and RSS staff to identify gaps in policy direction that affect Regional LHN's capacity to achieve compliance with standards and legislation.
Compliance with legislation and standards	<ul style="list-style-type: none"> > Support the development of processes to ensure Regional LHNs comply with the SA Health legislative compliance framework. > Ensure policies and procedures are linked to, and support, relevant legislation, standards or SA Health Policy. > Contribute to risk management processes to provide advice on compliance with standards and legislation.
Support of accreditation processes	<ul style="list-style-type: none"> > Maintain up to date knowledge of healthcare accreditation standards, including but not limited to, National Safety and Quality Health Care Standards, Aged Care Accreditation Standards, National Disability Insurance Scheme Practice Standards. > Provide expert advice on policy and procedure requirements to support healthcare accreditation requirements.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Demonstrated leadership and management skills to motivate and influence others to achieve organisational requirements and to anticipate change and influence others in responding to change
- > 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 plan, prioritise and organise work to achieve goals and meet deadlines, deal with competing demands and manage multiple projects and tasks in a complex environment
- > Ability to establish and maintain professional networks with agencies and organisations to deliver mutually-acceptable responses to complex issues;
- > Ability to apply critical analysis to policy, and provide high level advice
- > Demonstrated ability to analyse and conceptualise complex problems, formulate and execute appropriate solutions and negotiate successful outcomes in an innovative and resourceful manner

Experience

- > Experience in developing and maintaining robust systems
- > Demonstrated experience in researching, sourcing, evaluating and analysing information.

Knowledge

- > High level understanding of organisational governance systems, legal responsibilities and health care standards, related to the delivery of health care within the SA health system
- > Comprehensive understanding of Policies and Procedures

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Qualifications in a health discipline

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience

- > High level experience in working within a multi-disciplinary team within a health care environment, liaising across government and in developing, coordinating and participating in cross-government interagency strategies and projects

Knowledge

- > Nil

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, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke & Northern Local Health Network and SA Ambulance Service.

Health Network/Division/Department: Rural Support Service (RSS)

The RSS is a business unit in SA Health and provides services throughout regional South Australia to support the six regional local health networks (LHNs). It employs around 260 people who work in 37 regional, rural and remote SA locations, or in the RSS's three Adelaide offices. Many RSS staff enjoy working from home or remotely and benefit from the work-life balance this provides. They enjoy the freedom to further their career while remaining part of their local community and contributing to health care right across regional South Australia.

Advocating for the health priorities of regional South Australians, the RSS operates in collaboration with each of the regional LHNs to deliver more than 90 specialised clinical and corporate services. It combines skills and strengths where scale and expertise benefits healthcare delivery. Services are regional wide and include digital health, clinical and wellbeing, workforce planning and development and business, risk and finance. The RSS also delivers several state-wide services for and with all 10 SA Health LHNs. The RSS was established in 2019 as part of significant changes across SA Health which saw separate regional LHNs created. The RSS is currently hosted within BHFLHN whose Governing Board is responsible for overall governance of the RSS. The RSS is led by an Executive Director, Governance Committee and Leadership Committee.

Values

RSS Values

RSS staff embody the South Australian public sector values:

- > Service – We proudly serve the community and the South Australia government
- > Professionalism – We strive for excellence
- > Trust – We have confidence in the ability of others
- > Respect – We value every individual
- > Collaboration and Engagement – We create solutions together
- > Honesty and Integrity – We act truthfully, consistently and fairly
- > Courage and Tenacity – We never give up
- > Sustainability – We work to get the best results for current and future generations of South Australians.

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. There are four foundations: democracy, impartiality, accountability and diversity.

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.

Reconciliation

SA Health acknowledges culture and identify as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health's vision for reconciliation is that the gap is closed on Aboriginal health disadvantage, and that Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Date:

Signature:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of the RSS as described within this document.

Name:

Date:

Signature: