



## ROLE DESCRIPTION

<b>Role Title:</b>	Manager, Planning, Service design and Strategy
<b>Classification Code:</b>	ASO8
<b>LHN/ HN/ SAAS/ DHA:</b>	Department for Health and Wellbeing
<b>Division:</b>	Strategy & Governance
<b>Department/Section / Unit/ Ward:</b>	Mental health Strategy & Planning
<b>Role reports to:</b>	Executive Director of Mental Health Strategy & Planning
<b>Role Created/ Reviewed Date:</b>	Created: October 2019 Reviewed: August 2024
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<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:

The Manager, Planning, Service design and Strategy is responsible for the management and coordination of the day-to-day operations within Mental Health Strategy & Planning Branch in particular for Service Planning, design and strategy and supporting implementation of new initiatives in line with the South Australian and National mental health agendas.

The incumbent will contribute to the improvement of outcomes for service users and staff of state-funded mental health services by:

- > Significant contribution to the vision, goals and leadership of Mental Health Strategy & Planning Branch
- > Coordination of the strategic planning and service design processes of the mental health sector
- > Developing and supporting a high performing team through management and coordination of day-to-day performance
- > Management and supervision of staff relevant to the role.
- > Collaboration with a wide range of internal and external stakeholders.

### Direct Reports:

- > ASO7 Principal Project Officer
- > ASO7 Principal Project Officer
- > ASO7 Disaster Response Project Officer
- > ASO6 Senior Project Officer
- > ASO6 Project officer

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

#### Internal

- > Reports to the Executive Director Mental Health Strategy & Planning
- > Key relationships with fellow managers in the Branch
- > Works closely with the Office of the Chief Psychiatrist
- > Collaborates with staff from other areas in the Department for Health and Wellbeing.
- > Collaborates with relevant mental health leads and staff throughout SA Health.

#### External

- > The incumbent is required to establish and maintain consultative and collaborative working relationships with external stakeholders, including consumers, carers, other government agencies, other health jurisdictions, private health providers, non-government organisations, advocates and other related statutory officers.

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

Major challenges currently associated with the role include:

- > Keeping up-to-date with contemporary key information sources and its application to Service Planning and project implementation
- > Establishing and maintaining strategic relationships, alliances and networks with a range of key stakeholders within SA Health and across Government.
- > Working and leading effective and timely work within a complex, sensitive and challenging organisation to achieve critical mental health outcomes across a health system

### **Delegations:**

- > Level 4, Finance Delegation
- > Level 4, Human Resource Delegation

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Co-ordinate the strategic planning and implementation of critical projects and programs.	<ul style="list-style-type: none"> <li>&gt; Lead and manage the strategic planning, delivery and evaluation of critical Mental Health programs, projects and services which drive the mental health reform agenda.</li> <li>&gt; Lead the development, implementation and evaluation of a framework for the strategic planning, implementation and governance of significant programs which drive the mental health reform agenda and encompass National, State, SA Health and mental health service requirements.</li> <li>&gt; Lead, facilitate and coordinate the participation of all relevant stakeholders in strategic planning, project development and service improvement activities.</li> <li>&gt; Ensure individual work plans are aligned with broad strategic requirements, are coordinated, and are realistic regarding resources.</li> <li>&gt; Monitor, analyse and report on team related projects and activities, including preparing regular reports which inform strategic planning and decision making.</li> </ul>
Manage and supervise staff relevant to the role to achieve business objectives.	<ul style="list-style-type: none"> <li>&gt; Manage financial and human resources and related activities including leading individuals and the team through any required change management and service improvement activities.</li> <li>&gt; Provide leadership, support and guidance to project and administrative officers and team members.</li> <li>&gt; Manage the performance of staff relevant to the role through feedback, coaching and recognising and rewarding achievement including overseeing and ensuring staff participation in formal performance development processes and encouraging other development opportunities.</li> </ul>
Contribute to the effective leadership, planning and operation of strategic system advancements	<ul style="list-style-type: none"> <li>&gt; Provide high level and specialist contribution to Department for Health and Wellbeing programs, operations and policy, including participating in high level committees, and managing related complex liaison, negotiation and project management activities.</li> <li>&gt; High level and expert consultancy and advice is provided within and external to the agency to identify and address complex and critical issues, evidence, data and strategies that impact on SA Health mental health reform agenda priorities.</li> <li>&gt; Lead and undertake the analysis of data and information and deliver high level reports and expert advice to the delivery of innovative and responsive systems, standards, policies and processes which are underpinned by organisational and regional imperatives, priorities risks and issues.</li> <li>&gt; A positive work culture is developed and fostered and is underpinned by SA Health's values, the promotion of customer service, learning and development, safety and welfare of employees, acknowledges differences and the encouragement of creativity and innovation.</li> </ul>
Manage and collaborate with diverse stakeholders by	<ul style="list-style-type: none"> <li>&gt; Lead the establishment, development and management of critical partnerships and relationships with key agency, government and external agency stakeholders to influence and guide the achievement of the mental health reform agenda.</li> <li>&gt; Identify, develop and manage consultation frameworks and</li> </ul>

	<p>communication plans which establish and maintain stakeholder communication channels to inform project delivery, strategic planning and decision making.</p> <p>&gt; Provide specialist advice and representation on relevant agency and across government working parties, committees and forums.</p>
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## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

- > Nil.

#### Personal Abilities/Aptitudes/Skills:

- > Proven ability to work within broad policy guidelines, both autonomously and cooperatively in a team environment, determine goals and priorities within the framework of agency corporate objectives and use significant levels of independent judgement and delegated authority to manage a complex workload with multiple, competing priorities to deliver project and business outcomes on time and within budget.
- > Proven ability to interpret and apply policy and legislation within operational environments, think strategically and innovatively and to resolve complex problems.
- > Proven ability to undertake information analysis that informs service improvement decision-making and project planning.
- > Proven ability to communicate, both verbally and in writing, with a range of internal and external stakeholders and select and apply appropriate communication methods and strategies in regard to sensitive and complex issues.
- > Demonstrated commitment to working positively with people with lived experience of mental health issues and service use, carers and family members.
- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012* (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards.

#### Experience

- > Demonstrate experience in developing, implementing and evaluating strategic and operational plans and policy, particularly as it relates to mental health services planning and design.
- > Significant experience in planning and managing the delivery of complex and critical mental health reform projects including identifying and undertaking the analysis of issues and risks and dealing with competing demands to achieve goals and meet deadlines in a complex and politically sensitive environment.
- > Demonstrated experience in leading, managing, motivating and coaching a high performing team in the delivery of critical programs and functions, including managing the performance and development of staff and providing leadership across an organisation, in a climate of change and continuous service improvement.
- > Extensive experience in a range of project, policy development and/or planning work involving the interpretation, review and implementation of complex policy, and the development of cooperative working relationships with a wide range of internal and external stakeholders, including health service providers and the community.

#### Knowledge

- > Sound knowledge of South Australian mental health service systems, operations, legislation, policy and reform agenda including public sector management aims, personnel management standards and employee conduct standards.
- > Detailed knowledge of government decision-making mechanisms at the State and National level, the national mental health reform and agenda, emerging directions within health services, nationally and internationally, and of healthcare related legislation, in particular the *Mental Health Act 2009*.
- > Extensive knowledge of the principles, policies, practices and frameworks associated with the management, administration and governance of service improvement programs and projects in a complex health environment.

- > Demonstrated knowledge and understanding of planning and project design and methodologies and evaluation principles as they apply in the mental health sphere and experience in the manipulation, interpretation and presentation of data.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Relevant tertiary qualifications in health services related disciplines or public administration.

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

- > Proven ability to work effectively within a politically sensitive context.
- > Proven ability to work in a high pressure and dynamic environment

### **Experience**

- > Demonstrated experience in the management of a business unit, including monitoring income and expenditure and the preparation of budgets and reports.

### **Knowledge**

- > An understanding of emerging directions in mental health sector at state, national and international levels.

### 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 the 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.*
- > *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.*
- > *Independent Commissioner Against Corruption Act 2012 (SA)*
- > *Information Privacy Principles Instruction*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**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 Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

### 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.

### Department for Health and Wellbeing:

Aligned to the SA Health Strategic Plan 2017-2020, the Department for Health and Wellbeing assists the Minister for Health and Wellbeing to set the policy framework and strategic directions for SA Health. The Department supports the delivery of public health services, formulates health policy, facilitates public and consumer consultation on health issues, and monitors the performance of South Australia's health system by providing timely advice, research and administrative support.

### Office of the Chief Psychiatrist

The role of the Chief Psychiatrist is to:

- safeguard the rights of individuals
- improve service delivery
- guide the administration of the Mental Health Act, and
- monitor standards and services.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

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

## 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	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	26/03/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/2019		Added categories for immunisation requirements on front page.
V6	05/06/2019		Updated changes to the Criminal Relevant History and Screening.