



ROLE DESCRIPTION

Role Title:	Clinical Lead, Statewide Urgent Care Clinical Network
Classification Code:	To Be Advised
Organisation:	Commission on Excellence and Innovation in Health
Division:	Clinical Partnerships Branch
Role reports to:	Chief Executive, Commission on Excellence and Innovation in Health
Role Created/ Reviewed Date:	March 2019
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

Statewide Clinical Networks are groups of health professionals, health service organisations, consumers and carers who work collaboratively with the goal of high quality care. Statewide Clinical Networks operate across the continuum of care, across private and public sectors and across all Local Health Networks — both country and metropolitan.

The primary role of the Statewide Urgent Care Clinical Network Clinical Lead will be to provide leadership to the Statewide Urgent Care Clinical Network in undertaking its roles and responsibilities as described in *Statewide Clinical Networks — A framework for delivering best value health care through excellence and innovation — February 2019*.

The Statewide Urgent Care Clinical Network Clinical Lead will:

- > Require a commitment to the delivery of statewide services and thinking 'whole of system'.
- > Demonstrate a commitment to service performance, evidence based practice, improving health outcomes for consumers and ensuring the health system provides best value to the community.
- > Demonstrate a commitment to strategic planning outside their own individual service.
- > Demonstrate an ability to lead a complex team and to engage with consumers and clinicians across a range of professions and genders.
- > Be respected by their clinical peers and demonstrate ability to influence change and improve service delivery.

The Statewide Urgent Care Clinical Network Clinical Lead will be accountable to the Chief Executive of the Commission on Excellence and Innovation in Health.

The Commission on Excellence and Innovation in Health will have a supportive role in guiding the work of statewide clinical networks through provision of data, analysis, identifying system issues, and providing project management expertise, improvement methodology, knowledge and skills as well as administrative support.

Key Relationships/ Interactions:

Internal

- > Clinical staff and leadership across Local Health Networks
- > Commission on Excellence and Innovation in Health staff
- > Department for Health and Wellbeing staff and leadership

External

- > Consumer and Carer advocates who are members of the Statewide Clinical Network
- > Clinicians who work in the private sector
- > Non-government health care agencies
- > Education and research institutions

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Complex systems issues and varying priorities to be considered
- > Broad range of stakeholders with varying interests
- > Navigating across specialties, sectors and professions

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Improve the delivery and value of Urgent Care Services for the SA population	Lead the Statewide Urgent Care Clinical Network to: <ul style="list-style-type: none">> Develop understanding of the challenges associated with urgent care and the attitudes and behaviours of South Australians accessing urgent care.> Define best practice Models of Care for Urgent Care Services in the South Australian public health system and how they link with and involve other providers, especially General Practitioners and Non-Government Organisations.> Lead, drive and support implementation of and ongoing improvements in Urgent Care Services in the South Australian public health system and linkages with and involvement of other providers, especially General Practitioners and Non-Government Organisations.
Lead the provision of high	<ul style="list-style-type: none">> Provide timely policy and clinical advice relevant to urgent care when requested by the Minister for Health and Wellbeing, the

<p>level policy and clinical advice</p>	<p>Commission on Excellence and Innovation in Health, or the Department for Health and Wellbeing</p> <ul style="list-style-type: none"> > Participate in planning activities conducted by the Commission on Excellence and Innovation in Health to support development of its strategic and business planning framework and contribute to state-wide strategic planning to support the improvement of clinical quality and safety systems in South Australian public health organisations. > Participate in governance committees associated with the Commission on Excellence and Innovation in Health as requested by the Chief Executive Officer.
<p>Clinical leadership for effective engagement, planning and reporting on Statewide Urgent Care Clinical Network activities</p>	<ul style="list-style-type: none"> > Ensure the activities of the Statewide Urgent Care Clinical Network are effectively planned and communicated by leading the development of a strategic action plan for the network, communication strategy and ensuring regular progress reports as required by the Commission. > Managing relationships and communications with key stakeholders including that of the steering committee, workgroups, key clinicians involved in Urgent Care of patients and their families, non-government agencies, consumers and the community and SA Health; > Ensuring that the network steering committee and forums are a safe space through the establishment of agreed behaviour norms for meetings so that members are supported to contribute equally.
<p>Contributing to the effective functioning of Statewide Clinical Networks overall</p>	<ul style="list-style-type: none"> > Participate as a member of the Statewide Clinical Networks Executive to be convened by the Commission on Excellence and Innovation in Health > Participate in regular review of progress against the Networks action plan, review of the networks performance against agreed metrics, and in the formal evaluation of Statewide Clinical Networks (2 years post establishment).

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Relevant tertiary qualifications or equivalent in a health related discipline or field.

Personal Abilities/Aptitudes/Skills:

- > Demonstrates a commitment to the delivery of statewide services and thinking 'whole of system'
- > Demonstrates a commitment to service performance, evidence based practice, improving health outcomes for consumers and ensuring the health system provides best value to the community.
- > Demonstrates a commitment to strategic planning outside of their own individual service.
- > Demonstrates an ability to lead a complex team and to engage with consumers and clinicians across a range of professions and genders.
- > Is respected by their clinical peers and demonstrates an ability to influence change and improve service delivery.

Experience

- > Demonstrated current experience of clinical care delivery within the South Australian Health system.
- > Demonstrated experience in leading the provision of strategic planning using a structured approach, including influencing consultative planning processes in a complex environment involving multiple stakeholders to improve clinical services, quality and safety.

Knowledge

- > Understanding and knowledge of clinical practice and healthcare delivery services and systems
- > Understanding of human and other factors impacting on clinical quality and safety in healthcare delivery systems within a complex environment.
- > Understanding of change management

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > N/A

Personal Abilities/Aptitudes/Skills:

- > N/A

Experience

- > Experience in large scale and complex system change
- > Leadership of clinical service and/or clinical program
- > Experience of leading continuous improvement program using continuous improvement methodologies such as Lean Thinking, Clinical Practice Improvement, Six Sigma or similar.

Knowledge

- > Knowledge and understanding of continuous improvement methodologies such as Lean Thinking, Clinical Practice Improvement, Six Sigma or similar.

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 Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > 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.

The Commission on Excellence and Innovation in Health:

The Commission on Excellence and Innovation in Health will provide leadership and advice on clinical best practice with a focus on maximising health outcomes for patients, improving care and safety, monitoring performance, championing evidence-based practice and clinical innovation, and supporting clinical collaboration.

The Commission will bring together expertise from clinicians, consumers, health partners and other relevant stakeholders to maximise health outcomes for patients

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: / /