



ROLE DESCRIPTION

Role Title:	Principal Manager Business Services
Classification Code:	ASO8
LHN/ HN/ SAAS/ DHA:	Women's and Children's Health Network
Hospital/ Service/ Cluster	Women's and Children's Health Network
Division:	Child and Family Health Service (CaFHS)
Department/Section / Unit/ Ward:	Business and Service Support
Role reports to:	Director of Child and Family Health Service
Role Created/ Reviewed Date:	September 2017 / February 2025
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check – Working unsupervised with vulnerable persons
Immunisation Risk Category	Category B - no direct physical contact with patients/clients Click here for more information

ROLE CONTEXT

Primary Objective(s) of role:

The Child and Family Health Service (CaFHS) provides an essential state-wide primary health care service incorporating health promotion, prevention, early intervention services and integrated care pathways delivered through interprofessional collaboration, and partnership with parents to support optimal health and development outcomes for families, infants, and children, antenatally to five years of age.

The Principal Manager Business Services provides a critical lead role in the coordination and delivery of the CaFHS strategic agenda through critical governance mechanisms, performance reporting, decision support, and strategic advice.

The role is also responsible for creating visibility of priority deliverables, their interdependencies and sequencing, and mapping of progress to support CaFHS in expanding its universal reach state-wide.

As a member of the CaFHS Leadership group, the Principal Manager Business Services will:

- Provide insight on the financial impacts of quality improvement proposals, as well as contribute to the development and review of business plans and submissions.
- Lead the coordination and development of robust administrative workflows and associate processes to optimise clinical service delivery.
- Work closely with our nurses and allied health professionals to understand the CaFHS model of care, as an anchor for the prioritisation, coordination, and delivery of key client centred outcomes.

Direct Reports:

Direct Reports to this position:

- > ASO6, Business Manager
- > ASO6, Senior Information Analyst x 2.0 FTE
- > ASO5, Infrastructure Operations Office
- > ASO5, Administration Manager

Key Relationships/ Interactions:

Internal

- > Reports to the Director of Child and Family Health Service
- > Manages and leads teams responsible for infrastructure (commissioning and decommissioning), administrative workforce strategy and clinical synergy, financial management, information analysis and reporting, and parenting support in CaFHS.
- > Works collaboratively with other managers within CaFHS, and key staff within the Women's and Children's Health Network

External

- > Works collaboratively with private partners and vendors to deliver innovative administrative solutions to support clinical and consumer needs.
- > Liaises and collaborates with Office for Early Childhood Development

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Imbedding strategic solutions to solidify CaFHS continued growth and expansion in the delivery of core models of care across the state.
- > Providing leadership and direction in a changing environment to team members
- > Providing sound financial and resource management for the Division
- > Initiating business improvements across the Division

Delegations:

Delegations in line with Women's and Children's Health Network:

- > Financial - Level 6 and;
- > Human Resources - Level 4.

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, 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 *Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination policy*.
- > 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.
- > May be responsible for supervision and oversight of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure
- > 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.

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 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, and must be renewed every 5 years from the date of issue
- > For 'Risk Assessed Roles' under the *NDIS Worker Screening Rules 2018*, the individual's NDIS Worker Check must be renewed every 5 years from the date of issue (or are required to be compliant with transitional arrangement for South Australia).
- > Failure to renew required criminal history screenings prior to nominated expiry will require your absence by way of approved leave until a renewal is obtained.
- > A satisfactory National Police Certificate (NPC) assessment is required.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > As a state-wide service, WCHN employees may be required to undertake work at various locations in metropolitan Adelaide and provide outreach to other parts of South Australia (the latter in consultation with the incumbent of the role).
- > 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.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.

Zero Tolerance to Racism:

The Women's and Children's Health Network has zero tolerance to racism. The Network is committed to ensuring its staff, volunteers, consumers and visitors are able to work or access health services in an environment that is culturally safe and free from any form of racism or discrimination.

Our staff are supported to address any form of racism in all environments, in line with our Corporate Procedure: ***Zero Tolerance to Racism – Identifying, Responding, and Managing in the Workplace.***

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 always 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Financial Management	<ul style="list-style-type: none"> > Partner on key financial opportunities and risks, with and as informed by the Business Manager. > Provide advice on financial impacts of proposals including the development and review of business plans and submissions. > Oversee the Business and Service Support budget. > Ensure appropriate management reporting occurs regarding CaFHS financial performance.
Continuous Improvement	<ul style="list-style-type: none"> > Lead the development of a quality culture within the Division, consistent with the WCHN framework. > Ensure that improvement strategies address any gaps in performance as identified through risk profiling and ongoing audit and review. > Ensure that effective communication pathways are in place that are regularly monitored. > Provide coordination and monitoring of CaFHS's Key Performance Indicators (KPIs) including contributing to the development of strategies to ensure their attainment. > Develop and implement continuous improvement strategies that demonstrate improved performance for the Business and Service Support Team.
Resource and Facilities Management	<ul style="list-style-type: none"> > Actively manage the resources of CaFHS to ensure that services are delivered in a cost-effective manner and that the Divisional budget operates and performs within its allocation. > Actively develop partnerships with internal and external organisations to ensure effective management of infrastructure, inclusive of property, ICT, and fleet to contribute to effective service delivery to clients through forward planning and sound management, inclusive of Business Continuity Planning & Emergency Management. > Assist with, and guide, relevant reviews of services and/or operational functions of the facilities operating within CaFHS, and implementation of strategies aimed at improving operational performance to meet service demand and targets within budgetary constraints. > On behalf of the division, ensure all SA Health policies and procedures around asset management and disposal are implemented and operationalised. > Establish and maintain a quality facilities/asset management strategy, meeting current business operational needs and forecasted demand. > In consultation with Digital Health SA, ensure electronic client record software is maintained and enhanced to meet business operations and clinical service delivery objectives. > Where required, ensure divisional Information management guidelines are developed, implemented, maintained, monitored, and evaluated in conjunction with WCHN Digital/Information strategies. > Ensure the development of an effective and efficient client health records management system including the creation, use, storage, access, retrieval, tracking, transportation, format, and retention of Client Health Information. > Ensure client health records are managed according to Australian Standards and the State Records Retention Disposal Schedule.

Efficient, effective, and quality administrative support for the Child and Family Health Service Division	<ul style="list-style-type: none"> > Ensure the provision of efficient and effective administrative support services for the Division (centrally and in the regional areas) that promotes and supports a strong client service delivery ethic. > Ensure that timely, accurate and appropriate data is provided to support the activities of the Division. > Develop and maintain effective systems to manage quality reporting to meet all required deadlines.
Information Analysis and Reporting	<ul style="list-style-type: none"> > Responsible for the management of the electronic client health information system(s) used by CaFHS and the Information analyst team, ensuring accurate and up-to-date client health records management and data integrity. > Ensure the provision of sound information advice and consultancy services to CaFHS with respect to data and information management reporting services. > Manage and ensure that regular reports are provided to internal and external stakeholders on CaFHS key performance indicators.
Leadership and management	<ul style="list-style-type: none"> > Provide leadership and management to Business and Service Support staff including business plans, performance management and development of staff. > Develop processes to seek feedback and improve service delivery to ensure that the Business and Service Support team is well regarded and can demonstrate that it 'adds value' to direct service delivery. > Develop constructive and co-operative relationships with colleagues and stakeholders whilst remaining results orientated. > Ensure work, health, and safety requirements for the Business and Service Support Unit are managed.

Knowledge, Skills, and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health & Safety Act 2012 (SA)*, utilising AS/NZS ISO 31000:2009 Risk Management – Principles and Guidelines, or to an equivalent set of standards.
- > Demonstrated leadership skills including strategic thinking, ability to motivate staff and provide leadership in a changing environment.
- > Well-developed interpersonal and communication skills (written and verbal), including working co-operatively and collaboratively with other partners both internally and externally.
- > Creative, innovative, and able to apply significant levels of independent judgement.
- > Highly developed analytical skills that support good problem solving and decision making.

Experience

- > Leading and managing teams and the ability to maximise performance at a senior level.
- > Development, implementation and evaluation of policies, procedures, and systems.
- > Significant experience in project planning and management involving both teamwork and individual effort.
- > Collecting, analysing, and reporting on data in a meaningful way.
- > Developing systems approaches to the management of resources including data, and finance.

Knowledge

- > Comprehensive knowledge of procurement processes.
- > Comprehensive knowledge of project and business management practices.
- > Sound knowledge and understanding of population health approaches and a practical understanding of its use for health services.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Relevant tertiary qualifications in business or management, health, or community services.

Personal Abilities/Aptitudes/Skills:

- > Proven ability to negotiate with non-government community services and government organisations.

Experience

- > In the health sector relevant to provision of services to vulnerable families.

Knowledge

- > Understanding of national and international trends in health and their applicability to South Australia.

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, 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 Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- Specialist hospital services.
- Primary health care and population health programs.
- Integrated community care services.
- Services to address the health and wellbeing of particular populations, including Aboriginal Health Programs.
- Education and training programs.
- Research.

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.

Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

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 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:

Women's & Children's Health Network

Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high-quality care to consumers, and are expected to perform their roles with diligence, and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary, and person-centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints, and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based, and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from.

Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration, and professional practice.

Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement, and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework, Consumer Engagement Framework, and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct, and manage the performance of staff to meet operational requirements; implement and promote evidence-based standards and policies that are compliant with relevant, professional, industrial, and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated, and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.

Women's and Children's Health Network Strategy 2026

Four Strategic Priorities



Improved health and wellbeing of families and communities



Meaningful gains in Aboriginal health and wellbeing



Provide leading healthcare for women, babies, children and young people



Create one health network

Key Enablers

Effective communication

Consumer and community engagement

Culture and leadership

Engaged and capable workforce

Enabling technology

Research

Productive partnerships

Contemporary infrastructure

Financial sustainability

Continuous improvement and innovation

Mission To improve the health and wellbeing of families and communities by providing integrated care and support

Vision To be a leading and respected health network for women, babies, children, young people and their families

Values Compassion, Respect, Equity, Accountability, Together for Excellence

Our Story starts with our consumers and communities who are at the centre of everything that we do.

Our focus for the years ahead is to:

- Provide outstanding care and service
- Enhance our culture and leadership
- Design and deliver a new Women's and Children's Hospital
- Strengthen partnerships, expand innovation
- Through research, education and learning, inspire others, share specialist knowledge and deliver excellence in everything that we do
- Deliver an integrated WCHN

Our Way is underpinned by our agreed ways of working together that enable us as an organisation to:

- Share a common purpose and direction
- Use innovative and new ways to deliver our service
- Educate and support people to excel in the care that they give
- Grow and develop our current and future leaders
- Ensure that we have consistent behaviours and ways of working
- Implement processes and systems that are efficient and effective



State-wide services: Child and Family Health Service, Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Disability Services, Child Protection Service, Metropolitan Youth Health, Women's Health Service, Women's Safety Strategy