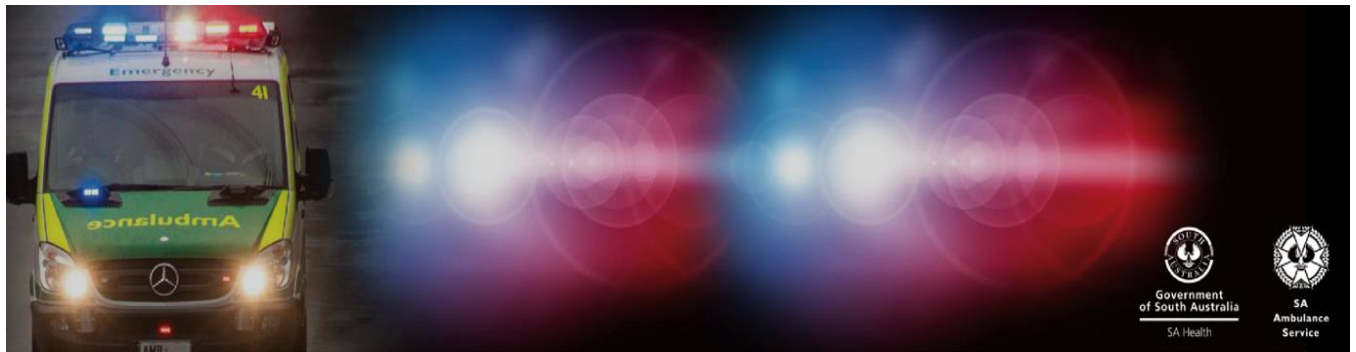




Government of South Australia

CANDIDATE INFORMATION PACK

DIRECTOR OPERATIONS - COUNTRY



SOUTH AUSTRALIA AMBULANCE SERVICE



**SA
Ambulance
Service**

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EXECUTIVE SUMMARY

SA Ambulance Service (SAAS) provides pre-hospital emergency and urgent medical care, e, treatment and/or transport, and high-quality patient care to the people of South Australia. As an integral part of South Australia's health system, SAAS prides itself on their ability to save lives, reduce suffering and enhance quality of life.

As the Director of Operations, Country you will report to the Chief Executive Officer and will participate as an integral member of the Executive Leadership Team, significantly contributing to the leadership, vision and strategic direction setting for the SA Ambulance Service. The position will be expected to significantly influence the change management programs as part of the service reform process underway across the SAAS and across SA Health.

The position will have responsibility for leadership and operational management of 445 career SAAS employees, both operational and administrative and an annual budget of \$63 million. In addition to the career employees you will have responsibility for over 1550 volunteer staff, essential to the ongoing successful provision of services across South Australia.

SAAS will depend on this role to provide leadership for change programs focused on developing new models of care and reform of service delivery in line with the strategic directions of the organisation. Your ability as a leader to guide others to successfully deliver change programs will be integral to your success in this role.

The Director of Operations, Country will be responsible and accountable for the delivery of leadership, development and continuous improvement of SA Ambulance Services across country South Australia.



SOUTH AUSTRALIA AMBULANCE SERVICE

Vision

At the forefront of care for South Australians.

Mission

To save lives, reduce suffering and enhance quality of life, through the provision of accessible and responsive quality patient care.

Values

P	Patient First	We will put our patients and the care we provide them first in everything we do
A	Accountability and responsibility	We will be accountable and responsible for our actions and those of others
T	Transparent and open communication	We will communicate openly and transparently with each other and all our stakeholders
I	Integrity and honesty	We will at all times act with integrity and be honest
E	Empowered Leadership	We will empower our leaders to deliver high quality service
N	No harm	we will continue to enhance our no harm learning culture where we learn from our mistakes
T	Team Work	We will work as a team across SAAS, SA Health and with our partners
F	Flexible and responsive	We will be flexible and responsive to the needs of our patients, staff and stakeholders .
I	Innovative and research driven	We will be innovative using research and best practice
R	Respect and courtesy	We will act with respect and courtesy towards our patients, each other and all those we work with
S	Safe and high quality	We will offer safe and high quality services to all our patients
T	Trust And Confidence	We will act in ways that builds and maintains trust and confidence in our service and in each other

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and

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Director Operations, Country
South Australia Ambulance Service



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how we behave. We aim to make the values “live”. It is important that we incorporate the values into our behaviour systems and processes.

At a corporate level, SAAS ultimately reports through SA Health to the Minister for Health and Wellbeing.

SA Health 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.

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.

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- 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.

[SA Ambulance: VISIT : www.saambulance.com.au](http://www.saambulance.com.au)
[SA Health: VISIT :SA Health](#)





DIRECTOR OPERATIONS - COUNTRY

POSITION PURPOSE

The Director is accountable to the Chief Executive Officer for providing strategic leadership and direction and is responsible for the operational management and governance of the service area of responsibility to ensure that it meets agreed performance and clinical standards in the delivery of quality Ambulance Services. The position will influence SAAS service objectives, plans and programs and will collaborate and develop strategic alliances with other community health and emergency service providers.

The Director will report to the Chief Executive Officer and participate as an integral member of the Executive Leadership Team, significantly contributing to the leadership, vision and strategic direction setting for the SA Ambulance Service. The position will significantly influence the change management programs as part of the service reform process.

The Director will be required to develop and maintain close links between health services and emergency service organisation to meet SAAS obligations of emergency preparedness and response under the State Emergency Management arrangements.

KEY DUTIES AND RESPONSIBILITIES

Key duties of the Director are to:

Provide effective and innovative leadership and management to the service delivery areas of responsibility to ensure the area delivers high quality and consistent services in accordance with operational and clinical requirements and strategic directions.

Leading the strategic direction of Country Operations and providing strategic leadership and management for the service delivery areas under Country Operations.

Providing effective and innovative leadership and management of the Country Operations services to ensure the areas deliver quality and consistent services.

Ensuring that the quality of systems, processes and services provided by Country Operations are monitored through appropriate strategic quality assurance programs.

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South Australia Ambulance Service



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Lead and oversee innovation, continuous improvement initiatives and the development and implementation of new technologies which support business and service delivery improvement. [L] [SEP]

Develop people through empowering effective communication, motivating and creating a work environment that promotes life-long learning, diversity, mutual trust and respect. [L] [SEP]

Ensure that resources allocated to Country Operational services including human, financial, physical and technical, are effectively deployed to meet organisational and customer needs and sustained integrated service delivery.

Manage relationships effectively by working collaboratively with members of the SAAS executive leadership team, senior managers across SA Health, clients, customers, employees and other stakeholders to ensure the achievement of the SAAS vision and objectives.

Contribute to the improvement in health, well-being and positive participation of cultural diversity and ensure a safe and healthy working environment across SAAS.

For a comprehensive list of key accountabilities please refer to the [Role Description](#) attached here.

SELECTION CRITERIA

Personal Abilities/Aptitudes/Skills

- Outstanding leadership skills and the ability to plan, facilitate and lead significant change within a sound consultative and people management framework.
- Exceptional communication skills, both oral and written, to a high standard with a focus on professional presentation and impact.
- Demonstrated high level of decision making, analytical skills and conceptual thinking.
- Exceptional ability to make sound judgements, devise innovative solutions, and follow through with their implementation.
- Sound business acumen, a strong sense of accountability and professional integrity, personal resilience and highly developed social and emotional intelligence.

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Director Operations, Country
South Australia Ambulance Service



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Experience

- Demonstrable and current senior management/executive experience.
- Proven experience of effective operational management including human resources, financial, operational planning and quality improvement.
- Experience in collaborating and networking with a wide range of stakeholders, particularly in an environment of diverse political and socio economic influences.
- Experience in developing business plans and preparing business cases, ministerial submissions and management reports.
- Experience in developing service delivery models, quality systems, policy and practices.
- Experience in influencing and achieving cultural change, and the ability to contribute significantly in leading and facilitating a change management program.

Knowledge

- Extensive knowledge of call receipt and dispatch systems for service delivery.
- Sound knowledge of contemporary project management methodologies.
- Understanding of Government policies, procedures, systems relating to financial and human resource management.

View the desirable skills, experience and knowledge and the SAES Competency Framework in the [Position Description](#).





QUALIFICATIONS

- A post graduate or tertiary qualification in a relevant discipline.
- A tertiary qualification in Management, Business Administration, or other relevant field, or extensive senior management experience in a complex and dynamic organisational environment is desirable.

CHALLENGES

Major challenges currently associated with the role include:

- Responsible for the effective management of over 1550 volunteer staff and 445 career employees with an expenditure budget in excess of \$63 million
- Service delivery transformation and reform agenda
- Managing numerous relationships with key stakeholders within SAAS, Health, Government, Non-Government organisations and the broader community
- Managing a complex industrial environment ensuring the successful delivery of outcomes in partnership with relevant industrial bodies.

REPORTING & KEY RELATIONSHIPS

The Director of Operations, Country reports directly to the Chief Executive Officer.

Positions reporting to this position:

- Operations Managers (within area of responsibility)
- Operations Team Leader, Country
- Managers (within area of responsibility)
- Business Support Officer
- Administration Staff

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Director Operations, Country
South Australia Ambulance Service



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KEY DATA

STAFFING	Responsible for over 1550 volunteer staff and 445 career staff across the State
ANNUAL BUDGET	\$63 Million
SERVICE LOCATION	Across South Australia
USEFUL LINKS	Role Description Organisation Chart SA Ambulance website Annual Report





EMPLOYMENT TERMS & CONDITIONS

REMUNERATION	\$163,960 - \$252,246 Total Remuneration Package; dependent on experience
CLASSIFICATION	SAES 1

PRE-EMPLOYMENT PROBITY CHECKS

Information on a person's suitability for appointment is obtained for all appointments. Potential appointees will be asked whether there are any reasons why they should not be appointed such as: Information on a person's criminal history; A General Probity, National Police and DCSI Screening check will be completed from those candidates whose application has progressed to shortlisting for interview.

Applicants unsure about the definition of disclosable criminal convictions or status of any criminal conviction may wish to seek legal advice in responding to the probity check questions. (A 'disclosable' conviction is one that is recorded by the court and has not been rehabilitated or spent under the Criminal Law (Rehabilitation of Offenders) Act 1986 and, in the case of Commonwealth convictions, the Crimes Act 1914 (Commonwealth), and does not breach the confidentiality provisions of the Youth Justice Act 1992.)



HOW TO APPLY

The closing date for applications **Sunday 10th of March 2019**

The reference number to include in your application is **H19_2996**

**For a confidential discussion,
please contact Principal Consultant, Liz Hlipala**

M: +61 (0)401 122 301
E: lhlipala@hardygroupintl.com

**Please submit application documentation to
Search Coordinator, Jane Mather**

T: +61 (0)2 9900 0113
E: jmather@hardygroupintl.com

Your application must include:

1. Completed HGI Application Form
2. Cover letter addressed to the search consultant;
3. A written response addressing the key selection criteria, found on **page 8**; and
4. An up to date copy of your Curriculum Vitae

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REFEREES

You will need to provide details of three (3) professional referees. To do so, complete the relevant fields in the Candidate Profile. You should carefully consider who you select to approach to provide reference advice. Your current manager must be included. It is customary for referee reports to be requested after interview and if you are the preferred candidate, your permission will be requested prior to contacting your referees.

PERSONAL INFORMATION

HGI complies with the Privacy Act 1988 (Cth), all applications are treated by HGI in strict confidence, however in submitting an application you are extending permission to share your application with the Selection Panel.

Personal Information will be used to assess your suitability for appointment to this position. As part of the selection process, personal information will be dealt with in accordance with HGI's Privacy Policy and the Information Privacy Act 2009.



ROLE DESCRIPTION

Role Title:	Director Operations (Country)
Classification Code:	SAES 1
Position Number:	
	SA Ambulance Service (SAAS)
Division:	Executive
Department/Unit/:	Country
Role reports to:	CEO
Role Created/ Reviewed Date:	
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

The Director is accountable to the Chief Executive Officer for providing strategic leadership and direction and is responsible for the operational management and governance of the service area of responsibility to ensure that it meets agreed performance and clinical standards in the delivery of quality Ambulance Services. The position will influence SAAS service objectives, plans and programs and will collaborate and develop strategic alliances with other community health and emergency service providers.

The Director will participate as an integral member of the Senior Executive Team, significantly contributing to the leadership, vision and strategic direction setting for the SA Ambulance Service. The position will significantly influence the change management programs as part of the service reform process.

The Director will be required to develop and maintain close links between health services and emergency service organisation to meet SAAS obligations of emergency preparedness and response under the State Emergency Management arrangements.

Direct Reports:

- > Operations Managers (within area of responsibility)
- > Operations Team Leader, Country
- > Managers (within area of responsibility)
- > Business Support Officer
- > Administration Staff

Key Relationships/ Interactions:

Internal

- > Executive Directors and senior managers
- > Chief Medical Officer
- > Clinical Director SAAS MedSTAR
- > SA Ambulance Service Volunteer Health Advisory Council (SAASVHAC)

External

- > SA Health
- > Hospitals and health care providers

- > Medicare Locals
- > Healthcare and Educational Regulators
- > Emergency Service Providers (e.g. SAPOL, MFS etc)
- > Various external organisations, suppliers and clients
- > Other state and commonwealth government agencies
- > Employee Association representatives
- > Country Health SA

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Responsibility for over 1550 volunteer staff and 445 career employees with an expenditure budget of \$63 million.
- > Service delivery transformation and reform agenda
- > Managing numerous relationship with key stakeholders within SAAS, Health, Government, Non-Government organisations and broader community
- > Managing a complex industrial environment ensuring the successful delivery of outcomes in partnership with relevant industrial bodies.

Delegations:

- > Levels/ limits of authority in relation to finance, human resources and administrative requirements as defined by Departmental delegations and policies.

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 for Health Care Workers in South Australia Policy Directive.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (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.*

Special Conditions:

- > Term of appointment of up to three years
- > Will be required to undertake on call functions as required.
- > Will be required to maintain a current driver's licence.
- > Interstate and overseas travel may be required.
- > 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.

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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Effective management of the service delivery area of responsibility which reflects the strategic direction of the organisation</p>	<ul style="list-style-type: none"> > Providing effective and innovative leadership and management to the service delivery areas of responsibility to ensure the area delivers quality and consistent services in accordance with operational and clinical requirements and strategic directions. > Ensuring that the service delivery area of responsibility has the resources, capacity, structure and work practices to enable it to respond to emergency and non-emergency and out of hospital services in accordance with agreed performance standards, timeframes and budget. > Developing and implementing a business plans to guide the delivery of the services within the agreed budget and in accordance with agreed performance standards. > Ensuring systems are in place to monitor, review and report on the delivery of organisational performance indicators/measures > Ensuring a consistent state-wide approach to the management and delivery of emergency, non-emergency and out of hospital services which are effective and efficient and meet organisational and SA Health performance indicators. > Ensuring that all services operate effectively through the use of appropriate resource and deployment systems. > Ensuring all emergency management planning, training and exercising systems are in place which support the requirements of the Emergency Management Act, State Emergency Management Plan and the Ambulance & First Aid Functional Service. > Contributing to the development of corporate policy and decision making activity. > Promoting and support effective local decision making and delegated authority. > Developing and implementing service delivery strategies for the effective and efficient use of state-wide ambulance service resources. > Establishing and maintaining effective and open communication systems whereby staff and external stakeholders are consulted regularly and well informed regarding service delivery developments and performance including implementation of change initiatives. > Fostering an environment of continuous improvement by ensuring that appropriate systems, processes and behaviours are in place to support change initiatives. > Managing the preparation and implementation of a strategic change management program which incorporates evaluation strategies for all functions within the service delivery area of responsibility. > Ensuring effective risk management strategies are in place, effective and that SAAS reporting systems are compliant with mandated SA Health policies and procedures.
<p>Provide Strategic leadership of the Service</p>	<ul style="list-style-type: none"> > Leading the strategic direction of the service delivery area of responsibility. > Providing strategic leadership and management for emergency, non-emergency and out of hospital functions to meet state and national requirements for delivery of ambulance response services. > Providing strategic leadership for the on-going development, planning and implementation of change management initiatives necessary to ensure that the service delivery area of responsibility supports best practice for patient journey by providing efficient and effective services and advisory functions in response to emergency, non-emergency and out of hospital requests for Ambulance services. > Providing leadership in the development, implementation and monitoring of management systems in support of quality patient outcomes.

	<ul style="list-style-type: none"> > Leading contract and business negotiations on behalf of SAAS in relation to matters within the service delivery area of responsibility. > Contributing to the development, management, implementation and review of SAAS's vision and strategic directions, consistent with the health reform process and Government policy as part of the Senior Management team. > Providing strategic and tactical advice to the executive team as required. > Ensuring SAAS has strategic initiatives that enable it to maintain an ongoing capacity to deliver on its core business and contribute to the attainment of key health reform objectives. > Developing strategic relationships and alliances with allied health providers, SA Health, state government authorities and external agencies. > Promoting and advocating SAAS's strategic directions in relevant forums. > Contributing to the delivery of pre hospital health services by establishing and maintaining effective networks and partnerships with LHNs and health care providers to support and contribute to broader clinical service networks, linkages with other health providers, and the delivery of emergency and non-emergency services.
<p>The Director is responsible for sound governance</p>	<ul style="list-style-type: none"> > Ensuring that the quality of systems, processes and services provided by the service delivery area of responsibility are monitored through appropriate strategic quality assurance programs. > Directing the development, implementation, maintenance, monitoring, reporting and review of corporate governance, probity, risk management and business continuity functions and frameworks for the service delivery area of responsibility. > Ensuring the effective governance of the service delivery area of responsibility through the development and implementation of appropriate strategic quality assurance programs for all areas of responsibility. > Promoting and provide effective management of, and a safe system of work for, the staff of the service delivery area of responsibility. > Developing and implementing effective operational governance frameworks. > Developing a Directorate Business Plan to guide the delivery of services on an equitable and balanced basis which supports the Strategic direction of SAAS.
<p>Ensure continuous improvement initiatives/strategies are considered to improve service delivery objectives to meet the strategic direction of the organisation</p>	<ul style="list-style-type: none"> > Reviewing and analysing business opportunities resulting from the implementation of new technologies and where appropriate paper submissions for funding. > Overseeing the development and implementation of new technologies which support business and service delivery improvement > Developing and implement service delivery strategies for all services including developing contracts with private providers. > Developing and implement strategies that can be measured / audited for success and that contribute to the improvement of the overall quality of the Service Delivery Directorate services. > Lead the development and implementation of complex and innovative strategies to integrate operational and workforce improvements designed to address key organisational challenges. > Lead the development, trial, implementation and evaluation of service delivery initiatives.
<p>Ensure effective management of human resources</p>	<ul style="list-style-type: none"> > Providing leadership for contemporary and effective human resource management practices. > Providing leadership, management and support to all staff, building and developing a successful team. > Preparing and evaluating workforce requirements which incorporate succession plans and ensures that adequate resources and skill base

	<p>are available to meet business demands.</p> <ul style="list-style-type: none"> > Establishing performance objectives and performance measures for direct reports and ensure performance management cascades through the portfolio. > Providing leadership and direction in relation to employee and representative bodies' engagement. > Ensuring that robust performance management systems are in place to provide for individual accountability across the organisation for any variances in performance against agreed measures. > Reviewing of individual performance of direct reports, provide constructive feedback and advice and ensure that their development needs are met to help them achieve their full potential and role outcomes. > Establishing a supportive, fair and open culture that encourages and enables all parts of the workforce to achieve performance objectives. > Develop and implement effective strategies to support and sustain the Volunteer Model of Service Delivery
Ensure effective financial management	<ul style="list-style-type: none"> > Managing all aspects of the service delivery area of responsibility budget and financial operations to ensure a balanced budget is achieved. > Preparing and submitting budgets, funding proposals, ministerial reports and bi-lateral business cases. > Reporting on operational performance and the progress of business plans against established performance criteria.
Implementation and maintenance of an effective WHS management system within the directorate	<ul style="list-style-type: none"> > Ensuring compliance with legislation relating to WHS and Workers Compensation; > Incorporating WHS initiatives and objectives into strategic and business plans; > Demonstrating that WHS management is effective at all levels of management. > Ensuring internal audits are conducted to evaluate the performance and effectiveness of SA Ambulance WHS management systems to ensure continuous improvement.

Approved by Manager: _____ / ____ / ____

Agreed by Incumbent: _____ / ____ / ____

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > A post graduate or tertiary qualification in a relevant discipline.

Personal Abilities/Aptitudes/Skills:

- > Outstanding leadership skills and the ability to plan, facilitate and lead significant change within a sound consultative and people management framework.
- > Exceptional communication skills, both oral and written, to a high standard with a focus on professional presentation and impact.
- > Demonstrated high level of decision making, analytical skills and conceptual thinking.
- > Exceptional ability to make sound judgements, devise innovative solutions, and follow through with their implementation.
- > Sound business acumen, a strong sense of accountability and professional integrity, personal resilience and social and emotional intelligence.

Experience

- > Demonstrable and current senior management/executive experience.
- > Proven experience of effective operational management including human resources, financial, operational planning and quality improvement.
- > Experience in collaborating and networking with a wide range of stakeholders, particularly in an environment of diverse political and socio economic influences.
- > Experience in developing business plans and preparing business cases, ministerial submissions and management reports.
- > Experience in developing service delivery models, quality systems, policy and practices.
- > Experience in influencing and achieving cultural change, and the ability to contribute significantly in leading and facilitating a change management program.

Knowledge

- > Extensive knowledge of call receipt/dispatch systems for service delivery.
- > Sound knowledge of contemporary project management methodologies.
- > Understanding of Government policies, procedures, systems relating to financial and human resource management.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Tertiary qualification in Management, Business Administration, or other relevant field, or extensive senior management experience in a complex and dynamic organisational environment.

Personal Abilities/Aptitudes/Skills:

- > Contract negotiation skills.

Experience

- > Experience in emergency service operations
- > Experience of ICT development in an emergency service environment

Knowledge

- > Knowledge of emergency practices with particular emphasis on ambulance services.
- > Knowledge of strategic procurement policies and procedures operating in a complex and changing environment.
- > Knowledge of State Government funding requirements.

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.

Division/ Department:

Operations (Country)

- > Responsibility for over 1550 volunteer staff and 450 career employees with an expenditure budget of \$63 million.
- > Service delivery for emergency ambulance (paramedic and intensive care paramedic) services across the state and across the borders of South Australia.
- > Service delivery for non-emergency patient transport (road) services across the state and across the borders of South Australia.
- > Service delivery for specialist clinical services with extended care paramedics for out of hospital patient care and referral services.
- > Service delivery for specialist services through the use of rural GP's as emergency responders across the state.
- > Work with LHN and Medicare Locals for the delivery of alternative and referral health care services.
- > Strategic operational management of Volunteers.
- > Ensure operational engagement with SAAS Volunteer Health Advisory Committee and provide visible leadership and motivation to Volunteers
- > Collaborating with local communities including Local Ambulance Committee's and the SAAS Volunteer Health Advisory Committee
- > Engagement of mining companies to deliver ambulance services in the remote parts of South Australia.
- > Management of community and emergency responder programs state-wide.
- > Providing advice on operational planning for major incident preparedness, response and recovery and implementing and following AMBPLAN and DISPLAN in the event of a significant / serious / major incident.

SA Ambulance Service:

SA AMBULANCE SERVICE VISION

At the forefront of care for South Australians

PURPOSE

To save lives, reduce suffering and enhance quality of life through the provision of accessible and responsive quality patient care.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values “live”. It is important that we incorporate the values into our behaviour systems and processes.

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.

Values

SA Ambulance Service Values

P	Patient First	We will put our patients and the care we provide to them first in everything we do
A	Accountability and responsibility	We will be accountable and responsible for our actions and those of others
T	Transparent and open communication	We will communicate openly and transparently with each other and all our stakeholders
I	Integrity and honesty	We will at all times act with integrity and be honest
E	Empowered leadership	We will empower our leaders to deliver high quality services
N	No harm	We will continue to enhance our no harm learning culture where we learn from our mistakes
T	Team work	We will work as a team across SAAS, SA Health and with our partners
F	Flexible and responsive	We will be flexible and responsive to the needs of our patients, staff and stakeholders
I	Innovative and research driven	We will be innovative using research and best practice to drive the services we provide
R	Respect and courtesy	We will act with respect and courtesy towards our patients, each other and all those we work with
S	Safe and high quality	We will offer safe and high quality services to all our patients
T	Trust and confidence	We will act in ways that builds and maintains trust and confidence in our service and in each other

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

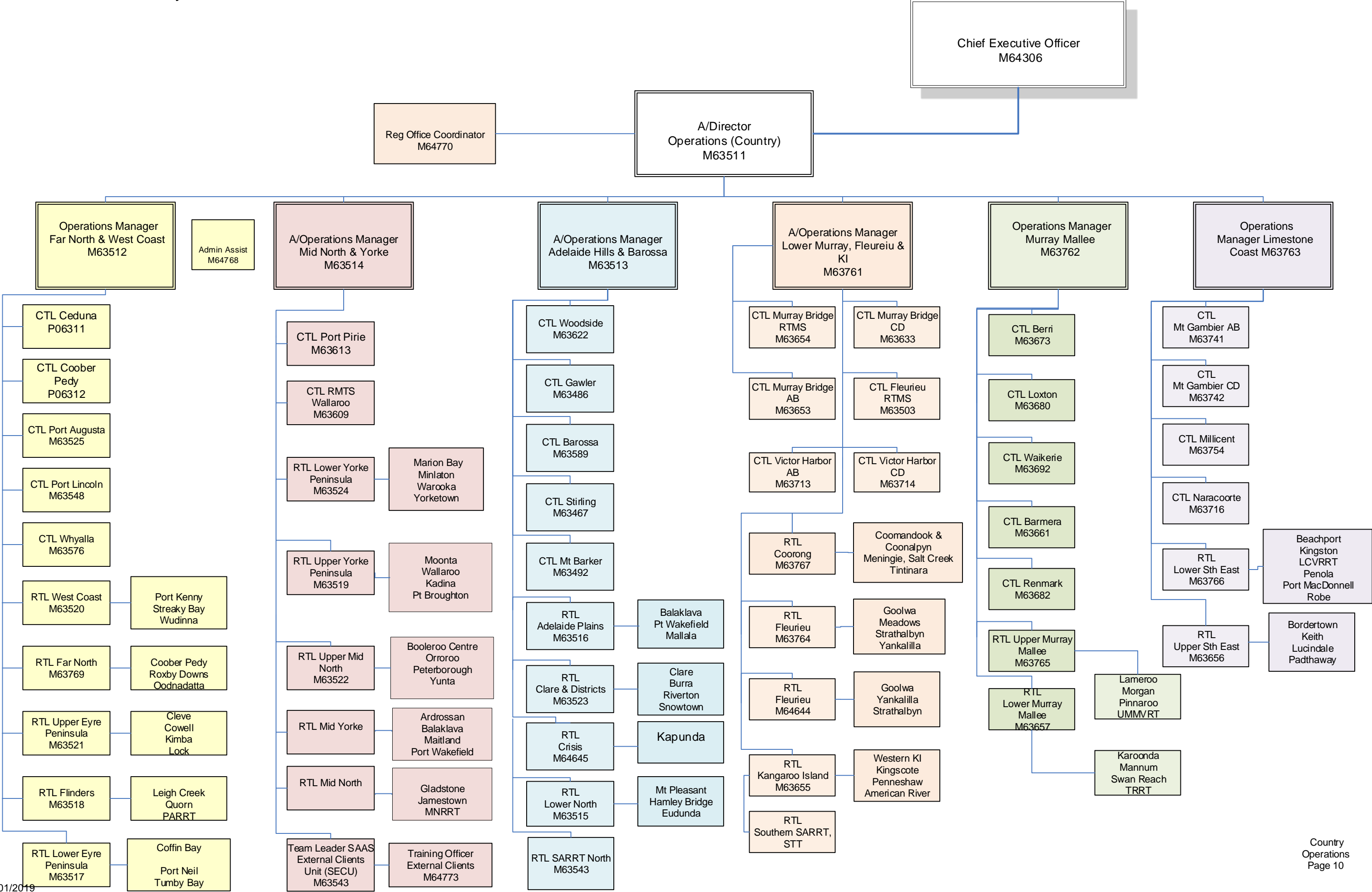
Name:

Signature:

Date:

Operations – Country

January 2019



Operations - Country

Volunteer Support Unit (VSU)

January 2019

