

Executive Director Operations, Metropolitan



SA AMBULANCE SERVICE (SAAS)

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**SA
Ambulance
Service**

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EXECUTIVE SUMMARY

SA Ambulance Service (SAAS) provides pre-hospital emergency and urgent medical care, 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 **Executive Director of Operations, Metropolitan** 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 circa 800 employees, both operational and administrative and an annual budget of more than \$100 million.

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. In addition to this the Executive Director will need to form strong relationships and partnerships with the Local Health Networks to ensure the smooth provision of ambulance services to the Networks and to ensure the highest levels of patient care are maintained.

The Executive Director of Operations, Metropolitan will be responsible and accountable for the delivery of leadership, development and continuous improvement of SA Ambulance Services across metropolitan Adelaide.

SA 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 & Responsibility	We will be accountable and responsible for our actions and those of others
T Transparent & Open Communication	We will communicate openly and transparently with each other and all our stakeholders
I Integrity & 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 Teamwork	We will work as a team across SAAS, SA Health and with our partners
F Flexible & Responsive	We will be flexible and responsive to the needs of our patients, staff and stakeholders
I Innovative & Research-driven	We will be innovative using research and best practice
R Respect & Courtesy	We will act with respect and courtesy towards our patients, each other and all those we work with
S Safe & High-Quality	We will offer safe and high-quality services to all our patients
T Trust & Confidence	We will act in ways that builds and maintains trust and confidence in our service and in each other

A BRIEF NOTE ON SAAS

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.

SA Ambulance Service (SAAS) provides emergency medical assistance, treatment and transport, non-urgent patient 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.

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.
- 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](#)

EXECUTIVE DIRECTOR OPERATIONS (METROPOLITAN)

POSITIONS PURPOSE

The Executive Director, Operations (Metropolitan) is accountable to the Chief Executive Officer for providing strategic leadership and direction and is responsible for the operational management and governance of paramedical operations across the Adelaide metropolitan area 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.

KEY DUTIES AND RESPONSIBILITIES

The Executive Director Operations (Metropolitan) will:

- Lead the strategic direction of the Metropolitan Operations.
- Provide 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.
- Ensure that the quality of systems, processes and services provided by Metropolitan Operations are monitored through appropriate strategic quality assurance programs.
- Influence SAAS service objectives, plans and programs and will collaborate and develop strategic alliances with other community health and emergency service providers.
- Participate as an integral member of the Executive Leadership Team, significantly contributing to the leadership, vision and strategic direction setting for the Metropolitan SA Ambulance Service.
- Develop and maintain close links between health services and emergency service organisations to meet SAAS obligations of emergency preparedness and response under the State Emergency Management arrangements.
- Lead the development and implementation of complex and innovative strategies to integrate operational and workforce improvements designed to address key organisational challenges.
- Significantly influence the on-going development, planning and implementation of change management initiatives necessary as part of the service reform process.
- Establishing a supportive, fair and open culture that encourages and enables all parts of the workforce to achieve performance objectives.
- Work collaboratively with members of the SAAS Management team and senior managers across SA Health to ensure the achievement of the SAAS vision and objectives within the Metropolitan Operations.

For comprehensive list of key responsibilities view the full key result areas and responsibilities in the Role Description.

SELECTION CRITERIA

The successful candidate will possess:

- Current senior management experience in emergency ambulance service operations.
- 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.
- 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.
- 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.

View the full Knowledge, Skills and Experience requirements in the [Role Description](#)

QUALIFICATIONS

The incumbent must have:

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

- Responsibility for circa in the region 800 employees and an expenditure budget in excess of \$100 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 Executive Director Operations (Metropolitan) is part of the Executive Leadership team and is expected to work in collaboration with other Executive Directors/Directors, Senior Managers, Chief Medical Officer and the Clinical Director SAAS MedSTAR. The ED Operations (Metropolitan) reports directly to the Chief Executive Officer.

Reporting into the Executive Director Operations (Metropolitan) are:

- Operations Managers (within area of responsibility)
- Managers (within area of responsibility)
- Administration Staff

KEY DATA

Staffing	circa 800 FTE
Annual Budget	\$100 Million
Service Location	Adelaide
Useful Links	Role Description SA Ambulance Service SAAS Organisation Chart Strategic Themes

EMPLOYMENT TERMS & CONDITIONS

REMUNERATION \$163,960 - \$252,246
Total Remuneration Package, dependent on experience

CLASSIFICATION SAES1

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 and other associated probity checks will be sought 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 is Friday 7th June 2019

The reference number to include in your application is H19_3072

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, Kaavya Nithi:

T: +61 (0)2 9900 0108

E: knithi@hardygroupintl.com

It is standard practice for HardyGroup to acknowledge receipt of your application no later than the next business day. We request that if you do not receive the acknowledgement, you contact the search coordinator listed above as soon as possible after the 24-hour business period and arrange to resend your application if necessary.

Your application must include:

1. [Completed HG Application Form](#)
2. Cover letter addressed to the search consultant;
3. A written response addressing the key selection criteria, found on **page 9**; and
4. An up to date copy of your Curriculum Vitae

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

HG complies with the Privacy Act 1988 (Cth), all applications are treated by HG 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 Positions Health Services. As part of the selection process, personal information will be dealt with in accordance with HG's Privacy Policy and the Information Privacy Act 2009.



ROLE DESCRIPTION

Role Title:	Executive Director Operations, Metropolitan
Classification Code:	SAES1
Position Number:	SAAS
	SA Ambulance Service (SAAS)
Division:	Executive
Department/Unit/:	Executive
Role reports to:	Chief Executive Officer
Role Created/ Reviewed Date:	April 2019
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)
Immunisation Risk Category	<input checked="" type="checkbox"/> <i>Category A (direct contact with blood or body substances)</i> <input type="checkbox"/> <i>Category B (indirect contact with blood or body substances)</i> <input type="checkbox"/> <i>Category C (minimal patient contact)</i>

ROLE CONTEXT

Primary Objective(s) of role:

The Executive Director, Operations (Metropolitan) is accountable to the Chief Executive Officer for providing strategic leadership and direction and is responsible for the operational management and governance of paramedical operations across the Adelaide metropolitan area 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 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 Executive Director will be required to develop and maintain close links between health services and emergency service organisations to meet SAAS obligations of emergency preparedness and response under the State Emergency Management arrangements.

Direct Reports:

Position/s reporting to this position:

- Operations Managers (within area of responsibility)
- Managers (within area of responsibility)
- Administration Staff

Key Relationships/ Interactions:Internal

- Executive Directors and senior managers
- Chief Medical Officer
- Clinical Director SAAS MedSTAR

External

- SA Health
- Hospitals and health care providers
- Primary Health Networks
- 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

Challenges associated with Role:

Major challenges currently associated with the role include:

- Responsibility for circa in the region 800 staff and an expenditure budget in excess of \$100 million.
- Support service transformation within the Metropolitan service area.
- 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

Delegations:

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

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 Immunisation for Health Care Workers in South Australia Policy Directive (Aug 2017).*
- > *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:

- > 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.
- > 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.
- > Will be required to undertake on call functions as required at a strategic/Gold level.
- > Will be required to maintain a current driver's licence.
- > Interstate and overseas travel may be required.

- > Will be required to rotate into the other Director's roles when required.
- > Will uphold the Code of Ethics for Public Sector Employees.

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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Strategic leadership	<ul style="list-style-type: none"> • Leading the strategic direction of the Metropolitan Operations. • 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 Metropolitan Operations 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. • 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

	<p>networks, linkages with other health providers, and the delivery of emergency and non-emergency services.</p>
Operational Management	<ul style="list-style-type: none"> • Providing effective and innovative leadership and management of the Metropolitan Operations 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.
Quality Assurance	<ul style="list-style-type: none"> • Ensuring that the quality of systems, processes and services provided by Metropolitan Operations 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. • Develop a Business Plan for the Metropolitan Operations to guide the

	<p>delivery of services on an equitable and balanced basis which supports the Strategic direction of SAAS.</p>
Innovation and continuous improvement initiatives/strategies	<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.
Develop people	<ul style="list-style-type: none"> • Develop people through empowering effective communication, motivating and creating a work environment that promotes life-long learning, diversity, mutual trust and respect • Ensure the ongoing professional development of employees within the Metropolitan Operations. • Ensure the implementation of an organisational development framework in order to create the right culture of continual high performance
Manage Resources	<ul style="list-style-type: none"> • Ensure that resources allocated to Metropolitan Operations including human, financial, physical and technical, are effectively deployed to meet organisational and customer needs and sustained integrated service delivery • Review individual performance of direct reports, set SMART objectives and 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 • Prepare and submit budgets, funding proposals, ministerial reports and business cases as necessary to enable the successful delivery of all aspects of the role. • Regularly report on the performance, progress and delivery of business plans, programmes and projects against agreed success criteria. • Maintain good corporate governance arrangements including risk management; fully participate as a member of relevant local, state and national forums influencing the development of local, state and national policy.
Manage relationships	<ul style="list-style-type: none"> • Work collaboratively with members of the SAAS Management team and senior managers across SA Health to ensure the achievement of the SAAS vision and objectives within the Metropolitan Operations. • Establish and maintain positive working relationships with clients, customers, consumers, employees, families and other key stakeholders within the public and private sectors and wider community through the use of effective communication strategies
Reconciliation and cultural diversity	<ul style="list-style-type: none"> • Contribute to the improvement in health, well-being and positive participation of cultural diversity within SAAS, by providing supportive environments and ongoing development opportunities
Effective WHS management	<ul style="list-style-type: none"> • Ensure compliance with legislation relating to WHS and Workers Compensation; Incorporating WHS initiatives and objectives into strategic and business plans; • Demonstrate that WHS management is effective at all levels of management.

	<ul style="list-style-type: none">• Ensure internal audits are conducted to evaluate the performance and effectiveness of SA Ambulance WHS management systems to ensure continuous improvement where this is relevant to the role.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

- 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

- Current senior management experience in emergency ambulance service operations.
- 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.

Experience

- 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 Government funding requirements.

**SOUTH AUSTRALIAN EXECUTIVE SERVICE (SAES)
COMPETENCY FRAMEWORK SAES LEVEL 1**

Shapes Strategic Thinking and Change	
Creates Vision	Develops vision based on the broader public sector vision and direction including state and national policy direction. Uses vision to influence organisational behaviour. Develops strategic direction for the business unit or agency. Helps create business unit strategies that are aligned with organisational objectives and likely future requirements.
Inspires	Inspires and influences others creating a shared sense of purpose and direction toward achieving organisational goals. Motivates others to build a shared vision to act as a catalyst for organisational improvement and change. Encourages others input and communicates required actions and expected outcomes.
Thinks and Acts Strategically	Identifies links between global and societal trends, stakeholder concerns, the policy agenda, public service values, and departmental, regional and statewide issues. Operates within a whole of government context, considers multiple perspectives and is aware of potential tension between agency and sector wide outcomes. Aligns business unit objectives with organisational priorities and targets.
Leads and Influences Change	Projects beyond the current situation to the organisation's future potential to contribute to the sector and the community. Sets necessary transformational goals with a broad perspective and long term timelines. Operates effectively in an environment of ongoing change and uncertainty and maintains flexibility. Actively ensures stakeholders are kept informed of change.
Solves Problems	Analyses problems thoroughly before finding solutions. Considers alternative perspectives when assessing the ramifications of key issues on the organisation. Anticipates emerging issues and changing context and develops timely strategies to solve problems or seize opportunities. Applies intellect and knowledge to weigh up critical information and identify issues. Capitalises on innovative alternatives to resolve complex problems.

COMPETENCY ELEMENT	SAES Level 1 BEHAVIOURS
Achieves Results	
Achieves and Delivers Results	Transforms ideas into actions and ensures planned projects result in expected outputs. Positions the business unit for future success by identifying opportunities and builds the organisation by developing or improving products or services. Defines objectives and ensures translation into a concrete implementation plan. Enables the achievement of outcomes by identifying and removing potential barriers to the success of the business unit.
Drives Organisational Effectiveness	Creates and aligns structures, systems and resources to better achieve objectives. Revises goals and plans to reflect changing priorities or conditions. Applies and encourages strategic risk management practices. Plans for future business unit / agency needs and ensures staff are appropriately skilled and developed to meet those needs.
Exercises Sound Judgement	Exercises sound judgement, makes timely decisions, initiates and responds to urgent actions, and remains calm in crisis situations. Commits to decisive action despite incomplete information or ambiguity, if required. Seeks to gather and understand all of the critical information where possible when making decisions. Anticipates risks and addresses them quickly. Uses judgement to develop strategies and think through contingencies in order to manage risk.
Manages Compliance with Legislation	Abides by the laws, regulations and policies determining public sector activities. Interprets and explains complex legislative information relating to public sector work and assures legislative compliance within the business unit.
Assumes Accountability	Holds self and others accountable for measurable high-quality, timely and cost-effective results. Fulfils obligations of management accountabilities. Delegates authority, responsibility, and accountability to appropriate levels. Provides objective, credible and timely reporting to the Chief Executive.
Evaluates	Monitors business unit performance and seeks continuous improvement. Links financial and performance information to strategic organisational outcomes. Acts on evaluation and other objective performance information to continuously improve.
Applies Technical Expertise	Understands and appropriately applies principles, procedures and policies related to specialised expertise. Invites others to contribute their knowledge.

COMPETENCY ELEMENT	SAES Level 1 BEHAVIOURS
Drives Business Excellence	
Influences Organisational Performance	Sets clear performance standards, which are linked to organisational outcomes. Continually searches for ways to add value and to position the organisation for future success. Encourages reasonable and strategic risk taking. Recognises results and deals constructively with setbacks. Champions new initiatives and stimulates change.
Predicts and Plans for Future Organisational Needs	Forecasts future organisational, workforce and service needs to minimise risks and maximise opportunities. Ensures immediate organisational capabilities are adequate and appropriate to position the organisation for success. Creates opportunities to enhance existing workplace capability. Investigates ways to drive business excellence by harnessing technology to meet projected needs.
Leads and Develops People	Establishes robust processes to monitor and develop staff performance. Gives clear and honest feedback and manages non-performance promptly. Sets clear performance standards and gives timely praise and recognition. Provides leadership and support for those they manage in dealing with staff performance issues. Promotes continuous learning and the development of others to achieve maximum individual and organisational potential.
Builds Capability and Expertise	Seeks out and integrates professional expertise into the organisation to improve overall performance and delivery of business unit outcomes. Contributes own expertise for the benefit of the organisation. Actively ensures relevant professional input from others is obtained.
Promotes a Customer Service Ethos	Builds and promotes a commitment to customer service excellence. Identifies the needs of a diverse customer base and ensures that the product and/or service delivery outcomes are consistent with customer needs and defined quality expectations. Communicates a customer focused and corporately aligned vision and engages others to pursue a common goal. Takes steps to ensure the provision of prompt, efficient and responsive client service personally and through the activities of the business unit.
Directs Resources	Deploys resources astutely and identifies optimum resourcing combinations. Commits appropriate resources to further the SA public sector strategic agenda and to achieve priority government objectives in the interests of the state. Is accountable for organisational finance, resource and asset management. Monitors expenditures and uses cost-benefit thinking to set priorities. Ensures access to and security of systems. Oversees procurement and manages contracts judiciously.

COMPETENCY ELEMENT	SAES Level 1 BEHAVIOURS
Forges Relationships and Engages Others	
Develops and uses Political Savvy	Identifies the internal and external demands that impact the organisation. Perceives organisational and service delivery realities and acts accordingly. Represents the organisation and the public sector effectively in public and internal forums and advocates government policies and agenda.
Negotiates and Influences	Listens to and persuades others; builds consensus. Obtains cooperation from others to gain information and accomplish goals. Focuses on desired objectives and ensures negotiations remain on track. Focuses on the desired objectives and ensures negotiations remain on track. Anticipates the position of other stakeholders and is aware of the extent of potential for compromise.
Manages Conflict	Anticipates and takes steps to prevent counter-productive behaviour. Uses appropriate strategies to constructively manage and resolve conflicts and disagreements promptly. Acts decisively and initiates urgent action to overcome difficult problems.
Promotes Information Sharing and the gathering of Knowledge	Provides communication links up, down and throughout the organisation and networks. Encourages debate and ideas from across hierarchy, skills sets and stakeholders. Creates an open, positive environment to stimulate open discussion. Encourages creative tension and diversity of opinion. Positions the business unit to seize opportunities and minimise threats. Uses knowledge of the business unit to tailor approaches to different issues.
Establishes and maintains Strategic Networks	Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals. Develops and implements effective communication and engagement strategies. Acts as the interface and builds relationships between Ministers, stakeholders, and other agencies. Builds and sustains relationships that provide a rich intelligence network. Forges strategic alliances to achieve objectives.
Communicates Clearly and Adapts to Audience	Confidently communicates complex ideas. Presents messages in a clear and articulate manner. Seeks to understand the audience and tailor the message to their needs. Identifies and communicates priorities, timelines, clear accountabilities and performance expectations. Listens carefully to others and ensures their view has been understood. Uses appropriate and unambiguous language. Structures messages for brevity and presents messages with precision and confidence

COMPETENCY ELEMENT	SAES Level 1 BEHAVIOURS
Exemplifies Personal Drive and Professionalism	
Models the South Australian Executive Service Values	Adheres to and promotes ethical leadership and decision-making and aligns business unit processes accordingly. Demonstrates and integrates values and ethics (including the Code of Ethics) into business unit practices. Models and builds a culture of respect for people and public sector values and encourages these standards in others. Recognises and reconciles competing values.
Engages with Risk and shows Personal Courage	Provides impartial and forthright advice and acts with the courage of own convictions. Role models the development of courage in others by consistently raising critical and difficult issues. Is prepared to make tough corporate decisions to achieve desired outcomes. Takes responsibility for mistakes and learns from them. Clearly voices own opinion and challenges difficult or controversial issues. Seeks guidance and advice where required.
Displays Flexibility and Resilience	Remains open to change and new information; rapidly adapts and responds to changing conditions or unexpected obstacles. Deals effectively with pressure, remains optimistic under adversity. Recovers quickly from setbacks. Demonstrates tenacity and persists with initiatives that are of benefit to the business unit and/or organisation.
Demonstrates Self Awareness and a Commitment to Personal Development	Is self-aware, perceptive and sensitive to the attitudes, feelings and concerns of others. Engages in regular critical reflection and feedback and acts, as a role model by openly communicating strengths and development needs. Is open to feedback and is responsive in adjusting behaviour. Sets challenging goals for self to achieve higher quality results / outcomes.
Promotes and Integrates Diversity into the Workplace	Ensures the workforce has the capacity and diversity to meet current and future needs. Fosters an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the organisational vision.
Values Wellbeing for Self and Others	Builds and promotes a safe, healthy and respectful organisation, free of harassment and discrimination. Creates opportunities for, role models and encourages the use of work-life balance arrangements.

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.

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 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: