



ROLE DESCRIPTION

Role Title:	Graduate Workforce Officer
Classification Code:	ASO3
LHN/ HN/ SAAS/ DHW:	DHW
Hospital/ Service/ Cluster:	Corporate Services
Division:	Workforce Services
Department/Section / Unit/ Ward:	Workforce Services
Role reports to:	Workforce Services manager
Role Created/ Reviewed Date:	September 2023
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Graduate Workforce Officer works under general direction, exercises initiative and judgement and contributes to the delivery of a broad range of workforce management services targeting current and future organisational needs.

A diverse role, working with Workforce Services leaders and team members to assist in the identification and achievement of shared organisational objectives which support Industrial and Employee Relations, Aboriginal Workforce Initiatives, Work Health and Safety and Injury Management, Organisational Development, System Administration, Workforce Planning, Strategic Recruitment, National Workforce Reform, and Executive Services.

The roles supports the implementation of proactive workforce and employee relations strategies and interventions to drive continuous improvement, performance and accountability and a culture that assures the achievement of DHW, SA Health, and SA Government strategic goals and priorities.

Direct Reports:

Nil

Key Relationships/ Interactions:

Internal:

- > Works in partnership with the Workforce Services leadership team and team members
- > Participates as a member of the Workforce Services, Corporate Services and DHW team
- > Partners and maintains effective working relationships with DHW colleagues to ensure a coordinated approach to workforce management and service provision

External:

- > Liaises with Shared Services SA, and SA Public Sector agencies
- > Liaises with non-government organisations including union representatives
- > Consults, participates and liaises with workforce staff across SA Health

Challenges associated with Role:

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Major challenges currently associated with the role include:

- > Supporting a diverse workforce with competing demands and priorities
- > Working through high volumes of work to resolve
- > Ensuring processing deadlines are adhered
- > Providing workforce advice across a variety of stakeholders
- > Maintaining ongoing understanding by business units of Department for Health and Wellbeing (DHW)

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Delivery of services and support across Workforce Services	<ul style="list-style-type: none"> > Supporting the timely and accurate provision of general workforce/employee relations management advice regarding conditions of employment, policies and procedures, SA Public Sector guidelines, Awards and Enterprise Agreements to leaders and staff across DHW and SA Health > Contributing to the maintenance of workforce systems > Assisting with the monitoring and preparation of necessary paperwork and correspondence to ensure adherence with HR Delegations, legislation, industrial instruments and SA Health and SA Public Sector guidelines, determinations and frameworks > Contributing to the development and implementation of State and National policies to address the recruitment, retention and professional development of Aboriginal employees > Contributing to the development, facilitation and evaluation of organisational development and learning strategies and programs that strengthen a culture of high achievement and performance within DHW and contributes to supporting SA Health-wide strategies > Ensuring that workforce related information/resources are current and easily accessible > Supporting the DHW Workforce HR Officers on a range of tasks including recruitment, induction, staffing, payroll and other operational HR support functions > Providing employment contract creation and administration support, including at peak times > Supporting and enabling executive administration strategies and procedures for effective workforce management, including the development and maintenance of procedural documents and spreadsheets > Assisting in the timely preparation of human resource data, statistics and other reports, including checking for data integrity > Delivering effective and timely support to Workforce Health programs and projects, including policy and strategy, Clinical Worker Health Services and the Occupational Physician, the Manual Tasks Local Facilitator Training Program and Injury Management > Taking initiative in the collation, preparation and presentation of information for consideration by Senior Departmental Officers
Continuous improvement	<ul style="list-style-type: none"> > Participating in the review, development and application of SA Health workforce policies and procedures including contributing to the implementation of relevant requirements resulting from legislation, Enterprise Bargaining and Award variations for a standardised, best practice system of Human Resource Management service provision across SA Health > Actively participating in a culture of risk awareness and responsiveness in relation to workforce > Contributing to an integrated team approach which is highly responsive to the needs of business units and external clients > Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector)
Project support	<ul style="list-style-type: none"> > Undertaking minor research activities including gathering information and preparing documentation on a range of workforce practices, procedures and initiatives > Providing project support on a wide range of workforce challenges > Preparing reports with relevant, and innovative recommendations > Reviewing and investigating current processes to provide recommendations for

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Tertiary qualification in a related field

Personal Abilities/Aptitudes/Skills:

- > Sound communication skills including the ability to provide advice and options to a diverse range of people regarding workforce policies and procedures, both verbally and in writing
- > Demonstrated interpersonal skills, which facilitate effective working relationships which gains the trust and cooperation of team members as well as with leaders and other staff
- > Ability to work effectively under general direction, either individually or as a member of a team, and to achieve high standards of work performance, and acquire knowledge and learn relevant new skills in short timeframes.
- > Possess sound organisational and administrative skills in order to effectively undertake a variety of tasks and to exercise appropriate initiative and judgement in the conduct of required activities to meet deadlines
- > Ability to undertake minor investigations and research and prepare correspondence of a sometimes sensitive and highly confidential nature
- > Demonstrated ability to contribute to the maintenance of a harmonious, safe and healthy workplace, free of harassment, unlawful discrimination, bullying and where diversity is valued
- > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Occupational Health, Safety and Welfare Act 1986, Awards and Enterprise Agreements

Experience

- > N/A

Knowledge

- > Understanding of administrative processes, systems and equipment that support the effective operation of an office.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > N/A

Personal Abilities/Aptitudes/Skills:

- > Ability to inspire staff by modelling high standards of work performance, creativity and innovation and clearly communicate the strategic direction DHW and SA Health.

Experience

- > Customer service or administration delivery

Knowledge

- > Basic understanding of workforce practices and approaches, human resource and employee relations management and procedures and their application within the SA Public Sector, which may include awards, guidelines, EB Agreements and Codes of Practice, Occupational Health Safety and Welfare, Equal Employment Opportunity, performance management processes and quality improvement principles and procedures
- > Knowledge of SA Health strategic objectives and the broader SA public service context.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider

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Positions every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).

- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA).
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

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

Performance Development:

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

Handling of Official Information:

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

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

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

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only

release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

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

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern 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.

Health Network/ Division/ Department:

Workforce Services is a branch the Department for Health and Wellbeing that provides a high-level workforce advisory service to the Chief Executive (CE) and the Minister on whole of Health workforce issues. The Workforce Advisory Unit provides strategic support and advice in Industrial and Employee Relations, Aboriginal Workforce Initiatives, Work Health and Safety and Injury Management, Organisational Development, System Administration, Workforce Planning, Strategic Recruitment, National Workforce Reform, and Executive Services. Workforce Services support the CE in complying with legislative and industrial responsibilities and support workforce systems that are unique and integral to Health. The Workforce Services team works in partnership with the leaders, managers, and staff of the Department, and across SA Health, to enhance capability, performance, and wellbeing, enabling each and every employee to give of their best. Our work is always underpinned by our values of integrity, respect, collaboration, and accountability.

Values

SA Health Values

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

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

Code of Ethics

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

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

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

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

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6