



ROLE DESCRIPTION

Role Title:	Clinical and Operations Project Lead
Classification Code:	RN/M 5.2
LHN/ HN/ SAAS/ DHA:	Women's and Children's Health Network (WCHN)
Hospital/ Service/ Cluster	Women's and Children's Hospital (WCH)
Division:	Corporate Services
Department/Section / Unit/ Ward:	New WCH Project Team
Role reports to:	Executive Director - New WCH
Role Created/ Reviewed Date:	March 2025
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check – Vulnerable Unsupervised
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Clinical and Operations Project Lead is responsible to the Executive Director - New WCH for leadership and coordination of planning for the New WCH to maximise person and family centred care and work efficiency. This could include:</p> <ul style="list-style-type: none">> Health Facility and Design planning> Operational Readiness and Commissioning> Special Projects> Provision of Clinical and Operational requirements <p>The role includes planning, scheduling, project delivery, risk / issue management, change management, and leadership of Clinical/Project Managers in New WCH.</p> <p>In the context of New WCH the Clinical and Operations Project Lead will:</p> <ul style="list-style-type: none">> Provide high-level support to the Executive Director – New WCH and Project Managers in the planning and delivery of the New WCH Project to support the strategic direction of the Women's and Children's Network.> Support strategic and operational objectives health service and facility planning, monitoring and evaluation of the services for the New WCH.> Provide leadership expertise informed by clinical and clinical support roles through engagement e.g. project user groups, strategic user groups.> Support the translation of clinician, staff, consumer and community engagement strategies into practice.> Lead key projects that ensure the New WCH project improves the equity of health care access, better integration of care and improved health outcomes for the community.> Lead and support a culture of clinical excellence and high performance across all areas of the network to inform planning for the New WCH.> Develop strategies to support WCHN to maximise operational efficiency to ensure operational readiness activities.> CREATE together our values to empower and engage with staff and volunteers to embody our vision and mission to provide excellent care for our community.> Champion change management and provide support and leadership.> Facilitate opportunities for improvement, innovation, and partner with consumers and clinicians.> Lead and facilitate reviews and analysis of critical issues pertaining to the New WCH.> Develop and maintain strong relationship with a diverse range of external stakeholders.

Direct Reports:

- > Graduate Officer AS03
- > Project Consultant(s) AS08
- > Clinical/Project Manager(s) RNM3/AS07/AHP3

Key Relationships/ Interactions:Internal

- > Reports to:
 - Operationally reports to the Executive Director – New WCH
 - Professionally reports to Executive Director Nursing and Midwifery, and Consumer Experience
- > Liaise closely with WCHN New WCH Executive and Divisional Directors, New WCH Project Governance team, Operational Services, Program/ Project Managers, Department for Health and Wellbeing (DHW), Department for Infrastructure (DIT), and clinical teams on various New WCH project related management matters.
- > Provides clinical and risk management leadership in New WCH Project and maintains cooperative and productive working relationships with all members of the multidisciplinary team.
- > Clinical and Operations Project Lead will be a member of the New WCH Project Governance arrangements reporting on New WCH planning matter, provides support and briefings to the WCHN New WCH Executive Committee, New WCH Executive Leadership Team, and WCHN Executive/Board as required.

External

- > Maintains relationships with non-government organisations or other government organisations.
- > Collaborative relationships with external professional service consultants and contractors.
- > Partners with Not-for-Profit organisations and community service providers.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing stakeholders' expectations and diverse requirements
- > Working collaboratively with all levels of the WCHN to ensure clear and concise communication
- > Leading health facility planning to ensure a safe and smooth transition to New WCH within the project program
- > Managing competing and diverse perspectives of all key stakeholders in line with Project directions.
- > Building a culture of quality and safety that is patient/client centred.

Delegations:

- > In accordance with WCHN delegations.

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:

*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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.
- > 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)*
- > *SA Information Privacy Principles*
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > *Health Practitioner Regulation National Law (South Australia) Act 2010*
- > *Mental Health Act 2009 (SA)* and Regulations
- > *Controlled Substances Act 1984 (SA)* and Regulations
- > The Nursing and Midwifery Board of Australia Registration Standards (including the Guidelines and Assessment Frameworks for Registration Standards)
- > The Nursing and Midwifery Board of Australia Professional Practice Codes and Guidelines (including Competency Standards, Codes of Ethics and Professional Conduct, Decision Making Framework and Professional Boundaries)
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health/ LHN/SAAS/WCHN policies, procedures and standards.
- > WCHN Clinical Governance and Consumer Engagement Framework and all requirements of the National Safety & Quality Health Service Standards (2nd Edition).
- > Accountable for contribution to the safety and quality of care delivered to WCHN consumers (refer to Accountability Statement below). The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Handling of Official Information:

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

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

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

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.

- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. 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 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 (see page 1). There may be ongoing immunisation requirements that must be met.
- > As a state-wide service, WCHN employees may be required to undertake work at various locations in metropolitan Adelaide and provide outreach to other parts of South Australia (the latter in consultation with the incumbent of the role).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.

Zero Tolerance to Racism:

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

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

White Ribbon:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Health Service and Facility planning</p> <p>Contribute to the planning, delivery and transformation of health services to the New WCH</p>	<ul style="list-style-type: none"> > Coordinate the development of facility design appropriate to the organisation's clinical service profile and functional relationships within the context of the WCHN service profile, WCHN Strategic Plan, and SA statewide plans. > Identify, recommend and support the implementation of alternative functional design/ service delivery models to meet the future direction of WCHN. > Establish and maintain mechanisms to monitor the implementation of strategies and report on the achievement of objectives. > Provide advice and support through analysis and assessment of trends and emerging issues in relation to future service planning. > Manage and support the implementation of detailed project plans, schedules and resource requirements, workforce plans, change management and business plans and activities to support the New WCH Executive Director in meeting service objectives.

	<ul style="list-style-type: none"> > Contribute to the identification of research and education priorities and foster innovation across services. > Use available information systems to inform decision making, evaluate outcomes and convey information to staff. > Provide facility design leadership expertise informed by clinical and clinical support roles through engagement and consultation e.g. project user groups, strategic user groups.
Strategy and service development Contribute to the strategic and operational planning and performance of the service	<ul style="list-style-type: none"> > Support the New WCH Executive Director in the development of strategies for functional design/ service delivery alignment for the New WCH. > Support WCHN to assess service delivery assessment and capacity management across acute and community-based services ensuring services are planned and responsive to current and future needs. > Integrate contemporary information and evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level. E.g., Expert clinical knowledge underpins and informs their ability to support, lead and provide expert management support to the New WCH Project. > Inform the New WCH strategy with respect to contemporary health service practice that maximises safety, quality and efficiency of design. > Provide leadership to facilitate interdisciplinary and inter-professional practice within health care planning. > Lead and sustain effective engagement strategies with internal and external stakeholders – clinicians, staff, consumers, community and other agencies. > Provide support and guidance to WCHN Executive/ Divisional Directors in relation to New WCH related matters.
Governance and continuous improvement Support effective governance to ensure high performance outcomes are achieved	<ul style="list-style-type: none"> > Participate in a continuous process to monitor, evaluate and develop services and performance. > Contribute to the translation of the New WCH Functional Design/ Service Delivery plan into implementation. > Contribute to the establishment of effective systems to plan, monitor and report on performance, pro-actively treat risks, and evaluation performance improvement initiatives. > Action strategies to ensure Service KPI's are defined, communicated and achieved, including measures for service performance and outcomes, inclusive of consumer and carer experiences. > Action benchmarking to identify peer variation and opportunities for learning and improvement. > Adopt initiatives to ensure the appropriate and efficient use of resources for the New WCH Clinical and Operations workstream.
Resource Management	<ul style="list-style-type: none"> > Allocate resources so that they are aligned with the New WCH Project priorities. > Assist in the implementation of strategies to develop and sustain a highly skilled, engaged and flexible workforce. > Support the New WCH Executive Director in the review of resource allocation; introduction of workload management and other management approaches to deliver cost-effective services. > Provide operational and professional leadership to the New WCH Clinical and Operations team including RN/M Level 3, Clinical Project Managers within span of appointment.
Education	<ul style="list-style-type: none"> > Fulfil the requirements of the role and deliver on performance outcomes to a consistently high standard. > Maintain contemporary knowledge of health service leadership and Management.

	<ul style="list-style-type: none"> > Actively maintain currency of knowledge and capability related to the role. > Maintain a contemporary professional practice portfolio and/or Updated Curriculum Vitae with supporting evidence commensurate with the level of autonomy, decision making authority and influence of recommendations expected of the role. > Successful attainment of professional competencies to a standard agreed and bi-annual performance, review and development discussions.
Encourage and foster a positive culture and a safe work environment	<ul style="list-style-type: none"> > Establishes and maintains productive working relationships. > Ensure that change management processes are supported and implemented. > Demonstrate behaviours that are consistent with the Code of Ethics for the SA Public Sector.
Research	<ul style="list-style-type: none"> > Integrate contemporary information and research evidence with personal experience to support the decision making, innovative thinking and objective analysis that are expected at this level. e.g. Critically appraise and synthesise the outcomes of relevant research. > Contribute specific expertise to monitoring and evaluative research activities. > Support research activities to achieve improved patient/client outcomes and/or future service delivery.
Professional leadership	<ul style="list-style-type: none"> > Provides strategic leadership and direction, acts as a role model, mentor, consultant and resource person. > Develop, and encourage a learning environment by mentoring and promoting team development and individual capacity building. > Liaise with stakeholders, health services, Government departments and others to maximise efficiency and effectiveness implementing New WCH plans. > Actively participate in internal and external advisory groups, expert panels, working groups and/or committees.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Registered or eligible for registration as a Nurse and/or Midwife by the Nursing and Midwifery Board of Australia (NMBA) and who holds, or who is eligible to hold, a current practicing certificate.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated strategic thinker with leadership skills and abilities to lead and motive the multidisciplinary team through the complexity of challenges, uncertainty and rapid change so that effective outcomes are achieved.
- > Strong analytical, organisational and problem-solving abilities with the demonstrated characteristics of being a responsive decision maker, negotiator and resolver of conflict to a high level.
- > Capacity to drive and implement change and significantly contribute to change processes applying sound analytical skills and strategic thinking ability.
- > Ability to analyse and conceptualise problems, formulate and execute appropriate solutions and negotiate successful outcomes at a senior level.
- > Proven ability to perform effectively in a dynamic environment with multiple competing priorities.

- > Demonstrated awareness of the emerging directions within health services, including the current social and economic environment and government policies and processes that affect South Australian health services and program delivery.
- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012* (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards
- > Proven ability to participate in and contribute to key decision-making processes at a senior level.

Experience

- > Registered Nurse/Midwife with at least 5 years post registration experience
- > Experience as a leader or manager in the health care industry.
- > Proven experience in managing and leading complex projects
- > Proven experience in leading services or organisations through times of extensive change.
- > Experience in applying contemporary management processes and practices within a complex and changing environment.
- > Experience in leading quality improvement initiatives in health care settings.
- > Experience in clinical and operational planning Demonstrated experience in working collaboratively with internal and external stakeholders.

Knowledge

- > Knowledge of current managerial philosophy, in particular strategic management, quality management and continuous improvement.
- > Knowledge of risk management principles, methods and techniques especially in relation to the New WCH Project.
- > Knowledge of the political and socio-economic sensitivities that impact on the planning, development, funding, delivery and management of health services.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Post graduate level qualification in health planning, workforce planning, health management or general management.

Personal Abilities/Aptitudes/Skills:

- > Ability to analyse complex clinical data.
- > Demonstrated highly developed report writing and oral presentation skills.

Experience

- > Demonstrated experience in providing leadership and management of a health-related / large project delivery.

Knowledge

- > Sophisticated understanding and applicability of South Australian, national and international trends in health care.
- > Knowledge of the South Australian Public Health System and operations of Women's and Children's Health Network.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by

strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

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

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to 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:

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

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

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

Values

SA Health Values

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

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

Domestic and Family Violence

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

Code of Ethics

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

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

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

Approvals

Role Description Approval

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

Name: _____ **Role Title:** _____

Signature: _____

Date: _____

Role Acceptance

Incumbent Acceptance

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

Name: _____ **Signature:** _____
Date: _____

Women's & Children's Health Network

Accountability – what does it mean for me?

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

Consumers

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

Staff including Contractors, Locums, Agency, Students and Volunteers

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

Clinicians

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

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

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

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

Managers

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

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

Executive/Divisional Directors

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

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

WCHN Committees

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

Chief Executive Officer

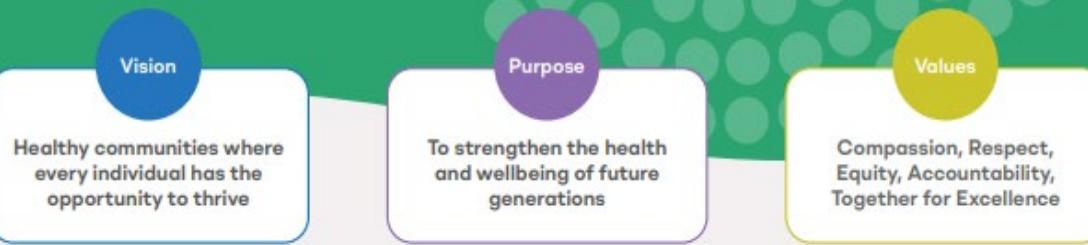
The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

Board

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

WCHN Strategy Refresh 2026 & Beyond

Healthy Generations, Thriving Communities



Strategic Themes



Key Enablers

Reconciliation and Truth Telling

We will embed targeted Aboriginal Health Services with culturally safe and competent staff

Research

Priority Actions

We will embed research and utilise data for evidence-based clinical practice and service improvement, and sustainability planning

Leadership and culture

We will be the intentional system leader to deliver greater access and equity across South Australia and beyond

Contemporary infrastructure

We will give voice to consumers experiencing vulnerability through active advocacy

Trusted data systems and governance

We will invest in interprofessional education and development that benefits our diverse workforce and consumers across SA and beyond

Capable and well workforce

We will co-design the new hospital to deliver the needs of tomorrow's consumers and health workforce

Environmental sustainability

Integrated governance



Government of South Australia
Women's and Children's Health Network

