

 Government of South Australia	Health Northern Adelaide Local Health Network	ROLE STATEMENT	
ROLE TITLE: Executive Director Corporate Governance and Communications AGENCY: Northern Adelaide Local Health Network (NALHN) CLASSIFICATION: Executive SAES Level 1 Criminal & Relevant History Screening: General Probity (NPC)		REPORTS TO: Chief Executive Officer (NALHN) DIVISION: Office of the Chief Executive Immunisation Risk Category: Category B (minimal patient contact)	
AGENCY PROFILE: SA Health SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention, and quality care. SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health and Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board. SA Health is comprised of the Department for Health and Wellbeing and the following legal entities: > Central Adelaide Local Health Network > Northern Adelaide Local Health Network > Southern Adelaide Local Health Network > Women's and Children's Health Network > Barossa Hills Fleurieu Local Health Network > Eyre and Far North Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > South East Local Health Network > Yorke and Northern Local Health Network > SA Ambulance Service Northern Adelaide Local Health Network (NALHN) NALHN provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, while building a highly skilled, engaged, and resilient workforce based on a culture of collaboration, respect, integrity, and accountability. NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.			

Clinical leadership of care systems is central to the current national and state-wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 507-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia, and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency, and support services
- > Modbury Hospital - a 254-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, aged care, rehabilitation and palliative care
- > GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services
- > In home and virtual services

The total operating budget for NALHN is over \$1B with a workforce of over 5,500 FTE / 7,400 head count.

NALHN Governing Board

The NALHN Governing Board members bring a wealth of knowledge and experience across many areas. NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

ROLE PROFILE:

The Executive Director, Corporate Governance and Communications reports to the Chief Executive Officer (CEO) and plays a critical role in leading the development, implementation, monitoring and evaluation of organisational governance; NALHN strategic partnerships, internal communications and events management; Public Relations including external communications and consumer engagement; management of the office of the CEO including responding to Ministerial and other correspondence and requests for legal advice and co-ordination of executive administrative systems and processes across the Network.

The Executive Director, Corporate Governance and Communications will be responsible for:

- > Leading the Corporate Governance and Communications portfolio and creating a culture for the team that aligns with NALHN's values.
- > Leading the management, and continuous improvement of NALHN's Governing Board and Corporate Governance functions including Board and Executive secretariat services
- > Leading and managing NALHN's internal and external communication, public relations, marketing and consumer engagement strategies, initiatives, actions, and plans
- > Leading and co-ordinating NALHN's Strategic Partnerships including Health and Wellbeing Partnership and partnerships with South Australian Universities
- > Leading and co-ordinating NALHN internal and external events hosted by the Governing Board or CEO
- > Leading the design and implementation of NALHN's Stakeholder engagement plan
- > Leading and managing the Office of the CEO including responding to Ministerial and other correspondence in a timely and appropriate manner

- > Sourcing and managing legal support for NALHN as required
- > Ensuring compliance with the relevant legislation
- > Leading and Managing the Office of the CEO including CEO diary and correspondence management and co-ordination of executive administration systems and processes across the Network
- > Co-ordination and preparation of key external reports including NALHN's Annual Report

DIRECT REPORTS:

- > Manager, Executive Services
- > Manager, Communications and Engagement
- > Principal Coordinator Board Services
- > Consumer and Community Advisor
- > Executive Assistant & Project Support to Executive Director, Corporate Governance & Communications
- > Senior Executive Coordinator, Office of the Chief Executive Officer

KEY ROLE OUTCOMES:

The outcomes required of the role include:

Organisational Governance including Governing Board and Corporate Governance

Significantly contribute to the development of the NALHN's vision and strategic directions, consistent with the SA Health Plan and Government policy through:

- > Developing and providing strategic leadership and management of NALHN's organisational governance to ensure efficient and effective governance to enable an integrated and contemporary approach to strategic policy design and delivery, and corporate governance frameworks
- > Providing high level strategic advice and services to the CEO and Executives to facilitate the management, co-ordination, and resolution of critical governance issues
- > Leading the development of the overarching strategy and vision for governance while embedding continuous improvement
- > Leading and maintaining a proactive and professional response to Ministerial matters
- > Developing and maintaining NALHN Partnership programs, including the Health and Wellbeing Partnership, the Children in the North Partnerships, and partnerships with South Australian Universities to deliver tangible outcomes and benefits for the communities in the North
- > Management of organisational conflict of interest including oversight of NALHN's Statement and Management of Interest Policy, Framework, and procedures
- > Developing and implementing risk and issue management strategy to manage and mitigate risks and barriers to implementation of governance initiatives
- > Leading the development of highly complex, strategic policy advice on sensitive legal, legislative and policy issues as they impact the Governing Board, its committees, and the Organisation at the direction of the CEO
- > Ensuring business plans are developed and implemented in relevant service areas to support business excellence across NALHN, e.g:
 - > Governance and Compliance
 - > Consumer and Community Engagement
 - > Stakeholder Management
 - > Media and Communications

Stakeholder Relationship Management

- > Establishing and maintaining high quality relationships at Ministerial, Chief Executive and Executive level across the SA Health portfolio
- > Promoting strong and positive working relationships with both internal and external stakeholders and in particular, developing and maintaining strong relationships with NALHN Partnerships stakeholders
- > Forging effective stakeholder relationships within and outside NALHN by initiating, developing, and maintaining appropriate working relationships with staff, community, and key stakeholders
- > Developing a proactive and effective stakeholder engagement plan to foster positive working relationships with key stakeholders

Effective Leadership

- > Ensure all consultancy and advisory services are provided to key stakeholders and assist in effective corporate decision making
- > Enable continuous improvement in business policy, processes, and governance as they relate to NALHN strategic priorities
- > Establish and maintain effective consultation, participation, and communication mechanisms with key stakeholders to promote collaboration and achievement of objectives
- > Enable effective leadership and sound management principles and practices to facilitate the achievement of NALHN Department for Health and Wellbeing, and state government /public sector goals
- > Respond to or report on the performance/delivery of ad hoc/critical projects as required
- > Lead and manage the Executive Services team aligned with NALHN values to delivery exceptional internal and external customer service and to meet Directorate and organisational objectives

Communications and Engagement

- > Lead the development and implementation of contemporary communications strategy and plan for activities across NALHN
- > Develop and drive effective communication policies, procedures, protocols, and information reporting mechanisms consistent with those of SA Health, including the maintenance of protocols working with the media and managing media interface in consultation with the Department's Media and Communications team
- > Provide Leadership and direction to ensure provision of high quality written and verbal communications content and deliverables (strategies and tactical activities) for the communications work stream in line with the critical pathways

NALHN Governing Board Support

Provide strategic and operational leadership and direction to ensure effective secretarial support to the NALHN Governing Board including:

- > Providing expert advice and support to the board and its committee on governance matters and in the conduct of meetings and their directorial and governance obligations and responsibilities
- > Ensuring timely completion and despatch of board and committee papers
- > Ensuring reporting that allows for timely flow of necessary data to the Board and the CEO from the organisation and relevant departments
- > Ensuring that board and committee meetings are accurately captured in the minutes and the accurate and appropriate records are maintained from a legal requirement and best practice perspective

Continuous Improvement and Evaluation

- > Develop, lead, and implement system improvement, integration and change management strategies that will support Government policy and NALHN's strategic outlook.
- > Promote the evaluation of measures to ensure procedural effectiveness
- > Lead the business unit in preparation for audit and accreditation
- > Support the achievement of accreditation through the systematic monitoring, evaluation, and review of performance against criteria
- > Enable a culture of continuously reviewing and improving planning, policies, services, and programs
- > Develop effective process improvement initiatives
- > Identify performance bottlenecks, duplication, and inappropriate processes
- > Ensure strong analytical, organisational, and problem-solving skills are utilised in all decision-making activities

Financial Management

Accountable for the effective direction, management, and control of finances for the business unit including:

- > Developing resource and budget allocation processes across services in line with the NALHN resource and budget allocation process
- > Driving improved performance results through savings and operational reforms and priority focus
- > Drive business excellence by monitoring and controlling the expenditure in accordance with NALHN budgeting, legal requirements and the NALHN delegations manual.

Workforce Planning, Development and Unit Management

Accountable for the development and implementation of workforce planning within the business unit by:

- > Leading, shaping, and developing workforce plans to ensure a skilled, qualified, and competent workforce aligned with current and future requirements
- > Drive a culture of leadership, accountability, innovation, continuous improvement, and respectful behaviour across NALHN
- > Drive culture change and ensure quality outcomes are achieved through empowerment of staff and effective use of people and culture initiatives including regular performance and development review cycles
- > Foster a team environment, which encourages continuous positive learning and development, safety, and welfare of employees, acknowledges differences, and encourages optimum levels of service delivery
- > Promote a culture of performance, professionalism and continuous improvement and timely information sharing and communication with key stakeholders

CHALLENGES:

The immediate challenges for the role include, but are not limited to:

- > Liaising with and managing multiple stakeholders and competing priorities, in a dynamic, complex, challenging, and high-volume work environment, often with short deadlines
- > Informing and educating the community and fostering a positive attitude towards NALHN
- > Liaising and working in collaboration with the Department for Health and Wellbeing Media team and relevant media advisers in the Ministers Offices in relation to the resolution of media issues
- > Enabling successful consumer relationships across a variety of pathways
- > Working within a continually changing legislative frameworks and organisational structures
- > Leading the improvement to NALHN's executive administrative support business systems and processes
- > Working within a rapidly changing health funding and policy landscape

DELEGATIONS:

- > **Financial** in accordance with NALHN's Delegation of Authority Document
- > **Human Resources** in accordance with NALHN's Delegation of Authority Document

KEY RELATIONSHIPS:

Internal

- > Reports to NALHN Chief Executive Officer and effectively participates as a member of the NALHN Executive Team
- > Provides specialist advice and secretariat support to NALHN's Governing Board and its Committees
- > Maintains a specialist support and advice role to the Chief Executive Officer and other key senior NALHN leaders
- > Collaboratively contributes to the Network's leadership initiatives and ensures close liaison with other LHNs and key officers within the Department for Health and Wellbeing
- > Working relationship with Media and Communications, Department for Health, and Wellbeing

External

- > Maintains effective collaborative working relationships and manages interactions with Department for Health and Wellbeing, SA Government agencies (especially the Department of the Premier and Cabinet, Audit-General's Department and Department of Treasury and Finance), consumer groups, industrial bodies, academic institutions, non-government agencies and the general public as required.
- > Maintains effective relationships with the Health and Wellbeing Partnership, the Children in the North Partnerships and South Australian University stakeholders and relevant committees and sub-committees

KEY SELECTION CRITERIA / ESSENTIAL REQUIREMENTS:**ESSENTIAL MINIMUM REQUIREMENTS****Educational/Vocational Qualifications**

- > A tertiary qualification in a relevant discipline

Personal Abilities/Aptitudes/Skills:

- > Strong interpersonal skills necessary to develop positive working relationships, negotiate effectively and establish the credibility to provide high level consultancy and advisory services to Executive, senior management, other government agencies and outside organisations
- > Demonstrated ability to deliver outcomes in a fast paced, complex environment in a respectful and professional manner
- > Demonstrated ability to analyse and conceptualise problems, formulate and execute appropriate solutions and negotiate successful outcomes in an innovative and resourceful manner
- > Leadership qualities and demonstrated ability to motivate and inspire others to work together as a team to achieve objectives and proven ability to deal with competing demands and effectively manage the needs of multiple stakeholders in a complex environment
- > Ability to drive and implement change and significantly contribute to change processes applying sound analytical skills and strategic thinking ability
- > An ability to manage to the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the *Work Health Safety Act 2012* and the *Return to Work Act 2014*, and apply a risk management approach that aligns to AS/NZS 31000:2009 Risk Management – Principles and Guidelines or to an equivalent set of standards

Experience

- > Proven background in corporate affairs, communications, or government relations within a complex and high-profile environment
- > Sound knowledge and understanding of contemporary governance frameworks, policies, and processes
- > Significant experience in leading a cohesive team and encouraging a culture of teamwork and service delivery and take a shared responsibility for achieving results
- > Extensive experience in the management of complex projects and associated budgets
- > Extensive experience in providing leadership in a complex multi-disciplinary organisation in a climate of continuing change, with demonstrated success in increasing the effectiveness and accountability of the organisation
- > Significant experience in identifying customer needs for incorporation into planning, with proven experience in developing service strategies, and providing quality customer service to effect positive results
- > Proven experience in generating positive support and cooperation from stakeholders, clients, service providers and peers and in building a climate of trust to facilitate open communications between people

Knowledge

- > Comprehensive knowledge and understanding of the political and socio-economic environment that impacts on the planning, development, funding, delivery, and management of public services, including health services, in South Australia

- > Broad knowledge of national and international research, best practice, trends, and developments in respect of contemporary governance practices and structures

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Tertiary or Post Graduate qualifications in a relevant field.

Personal Abilities/Aptitudes/Skills

- > Ability to quickly understand the key challenges and current issues across the health system in South Australia

Experience

- > Experience delivering projects in various health systems, including the public, private and not-for-profit sectors and in other states and territories

Knowledge

- > Understanding and knowledge of government.
- > Understanding and knowledge of health in South Australia
- > Awareness of trends and developments occurring within the State and wider economy and the likely impact of these on government and the SA Health business activities

SAES SELECTION CRITERIA: CORE COMPETENCIES

The South Australian Executive Service (SAES) is a community of executives from the South Australian public service united by its purpose to help people and businesses in South Australia thrive. Founded in shared values, collective leadership and a prospective outlook, SAES works to improve the quality of strategic policy and service delivery for South Australia. SAES does this by:

- > Enabling better problem-solving approaches to the complex problems faced by our community
- > Breaking down silos to deliver effective and sustainable outcomes
- > Understanding and acting on future challenges and opportunities
- > Ensuring a predictable and high level of capability and competence
- > Demonstrating excellence within their individual roles complemented by collegiate contributions across government.

SPECIAL CONDITIONS / GENERAL REQUIREMENTS:

- > A contract term up to three years
- > Participation in the SA Public Sector biannual performance review process
- > Maintain a safe working environment by adopting appropriate management practices and have an understanding of, experience in, and ability to manage legislative requirements of the *Work Health and Safety Act 2012*
- > Advocate Equal Employment Opportunity (EEO) and Diversity in the Workplace in accordance with EEO legislation
- > Promote and maintain a commitment to inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups

- > Support the Department's participation in the White Ribbon, Disability and Reconciliation Agendas
- > Work within the legislative requirements of the *Public Sector Act 2009* and the *Work Health & Safety Act 2012 (SA)*, *Return to Work Act 2014 (SA)*, *Independent Commissioner Against Corruption Act 2012 (SA)* and other relevant Acts and Regulations
- > Achieve performance targets that are negotiated and mutually agreed with by the Deputy Chief Executive
- > Maintain a strong commitment to *The Code of Ethics for the Australian Public Sector*, and the SA Health Values of *Integrity, Respect 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.

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

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.

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.

CULTURAL COMMITMENT

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

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**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 Strategic 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.

Chief Executive Officer: _____ **Signature:** _____ **Date:** / /

Executive: _____ **Signature:** _____ **Date:** / /