



ROLE DESCRIPTION

Role Title:	AHP3 Coordinator - Strategic Projects & Training
Classification Code:	AHP3
LHN/ HN/ SAAS/ DHA:	Women's and Children's Health Network
Hospital/ Service/ Cluster	Women's and Children's Health Network
Division:	Health and Recovery, Trauma and Safety Service (HaRTSS)
Department/Section / Unit/ Ward:	Cedar Health Service
Role reports to:	Manager, Cedar Health Service
Role Created/ Reviewed Date:	August 2020 / Reviewed July 2023
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check – Working unsupervised with vulnerable persons
Immunisation Risk Category	Category B - no direct physical contact with patients/clients Click here for more information

ROLE CONTEXT

Primary Objective(s) of role:

- > Facilitate training and professional development for Health professionals in line with the strategic and best practice principles for responding to Domestic and Family Violence (DFV) within a Health context.
- > Ensure SA Health and Women's and Children's Health Network (WCHN) services meet current and future service demands through the identification of strategic priorities, development and implementation of a Service Plan for Cedar Health Service.
- > Provision of high-quality expertise about gendered violence, risk assessments and service responses for DFV as well as providing strategic direction which contributes to the achievement of the Cedar Health Service and organisational objectives for SA Health.
- > Provision of high-level professional expert advice and information that contributes to service responsiveness/ policy or system changes in relation to improving health outcomes for people experiencing DFV as well child protection concerns.
- > Support senior leadership to undertake strategic planning processes and takes a lead role in the development and implementation of organisational policies and procedures to progress a population approach to victims/survivor safety.

Direct Reports:

- > Social Workers (AHP 2)

Key Relationships/ Interactions:

Internal

- > Provide training and professional development opportunities to the Women's and Children Health Network (WCHN) in responding to DFV.
- > Provide strategic leadership and direction to staff within the Cedar Health Service and broader WCHN.
- > Work collaboratively with the Manager Cedar Health Service on the program's strategic direction.
- > Liaise and work with other health professionals within WCHN to support strong strategic and system responses to DFV.

External

- > Work with Directors and Managers across other Local Health Networks, SA Health to develop strategies in line with the Cedar Health Service to deliver integrated best practice and co-ordinated health services for victims/survivors, and Multi-Agency Protective Service which address the impacts of DFV on the health and wellbeing of individuals and their children in South Australia.
- > Work in close liaison with other government agencies (in particular Office for Women, SAPOL and the Department for Child Protection), universities and key community stakeholder organisations as appropriate.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > The personal resilience and attitude to work in the area of victims/survivor safety and child protection and provide training and strategic leadership for health professionals who undertake complex and challenging work within a changing and dynamic environment.
- > Ensure that the work undertaken by Cedar Health Service delivers integrated best practice and co-ordinated health care which address the impacts of violence on the health and wellbeing of victims/survivors and their children in South Australia.
- > Exert influence at the organisational and systems level to achieve sustainable outcomes for victims/survivor safety.
- > Maintaining a contemporary knowledge in relation to literature, research and clinical practice in DFV and child protection.

Delegations:

- > Level 6

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*.
- > 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.
- > May be responsible for supervision and oversight of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure.
- > To create an inclusive and responsive environment where Aboriginal and Torres Strait Islander consumers are welcomed, valued and respected for their cultural knowledge and lived experiences. Our commitment extends to enhancing culturally safe workplaces by investing in our Aboriginal and Torres Strait Islander workforce, aligning with the SA Health Aboriginal Workforce Framework.
- > To elevate the cultural capability of our non-Aboriginal staff, ensuring they can drive meaningful improvements in the health system, policies, planning and practices. This ensures our services are responsive to the cultural needs identified by Aboriginal and Torres Strait Islander people.

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
Plan, lead, facilitate, and coordinate strategic planning for SA Health Cedar Health Service	<ul style="list-style-type: none"> > Support Manager of Cedar Health Service in the development of training plans for Cedar Health Service and the Family Safety Framework to support divisional leadership decision making and strategic projects. > Service planning mechanisms will be evidence based and promote a population health approach to victims/survivor safety across SA Health, comply with A Right to Safety policy directions and enable national and state reporting mechanisms. > Identify strategic priorities for SA Health and WCHN and develop a planned and staged approach to implementation. > Establish consultative and collaborative mechanisms to encourage engagement and participation. > Undertake planning with Local Health Networks, Services and programs including the agreement of key performance indicators. > Coordinate the development and facilitation of training specific to DFV initiatives within SA Health. > Identify any additional professional and personal training and development needs for Cedar Health Service staff to ensure staff are skilled and provide quality service.
Support best practice policies, procedures and standards to support victims/survivors within the health system.	<ul style="list-style-type: none"> > Support the review of SA Health policies/protocols, standards and strategies to improve consumer service and interagency collaboration in line with the Cedar Health Service. > Provide discipline expertise to SA Health staff to implement clinical systems, procedures and policies to support the safety of victims/survivors of DFV and their children. > Contribute to the specialist field of DFV and health care and population health through providing/co-ordinating training, promoting innovation and dissemination of research findings and models of good practice. > Facilitate and monitor the progress of the Cedar Health Service Plan to achieve the agreed outcomes. > High quality, informative and timely advice to SA Health Leadership on developments related to victims/survivors safety at the national and state level.
Quality management, professional standards and risk management activities and ongoing improvement of services are maintained.	<ul style="list-style-type: none"> > Develop and manage processes/practices and promote acceptance of change to improve service delivery and outcomes. > Manage the development and implementation of practice guidelines, protocols/audits, quality indicators and service planning as part of quality improvement processes to ensure and maintain quality clinical decision making and review. > Ensure all service practices, for which you have responsibility, are assessed for risk and a management strategy is in place.
A positive culture and safe work environment is encouraged and fostered.	<ul style="list-style-type: none"> > Lead, support and contribute to change management processes to enhance an integrated team approach which is highly responsive to the needs of the victims/survivors safety and their families. > Model and foster a positive work culture which is based on SA Health's values and promotes client service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation.

	<ul style="list-style-type: none"> > Ensure communication processes and related training/development provides staff with appropriate and effective skills to deal with challenging behaviours and the resolution of conflicts.
<p>Culturally sensitive services are delivered.</p>	<ul style="list-style-type: none"> > Ensure and promote a positive, equitable approach and commitment to all children, adolescents and their families is maintained by all clinical staff. > Ensure and promote access and equity of services for all clients/stakeholders including those of Aboriginal and Torres Strait Islander and diverse backgrounds. > Model behaviours and attitudes that are culturally sensitive in all interactions with staff/clients/stakeholders.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Appropriate Degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers.

Personal Abilities/Aptitudes/Skills:

- > Excellent communication and interpersonal skills, particularly in relation to, liaison, negotiation, and the ability to deal with conflict situations in a rational and constructive manner.
- > Demonstrated ability to apply skills in analysing complex risk problems and formulate and implement appropriate courses of action.
- > Demonstrated ability to provide clear leadership and lead staff discussion concerning philosophical, moral and ethical work issues.
- > Demonstrated ability to think and operate strategically and effectively negotiate, solve problems and address complex issues and the work of others effectively.
- > Ability to be flexible, adaptable and responsive to and initiate operational change.
- > Ability to work in a multi-disciplinary team environment and demonstrate personal initiative and judgement.
- > Proven ability to successfully manage wellbeing in a highly emotive environment.

Experience

- > Demonstrated ability to develop and facilitate training and professional development opportunities for professionals working with those impacted by DFV.
- > Demonstrated experience in planning, coordination, implementation and evaluation at strategic, program and service levels.
- > Demonstrated leadership experience specific to victims/survivors safety and DFV.
- > Experience in the development and implementation of clinical standards, policies, procedures and systems.
- > Proven experience in developing partnerships, and working collaboratively with a range of internal and external stakeholders to achieve shared goals.

Knowledge

- > Sound theoretical knowledge of feminist and victim's rights frameworks and their application in a health service setting with victims/survivors whose lives have been impacted upon by violence or trauma.
- > Contemporary knowledge of relevant Acts, Awards and Legislation, principles and practices as they relate to this role.
- > Knowledge of the social determinants of health for victims/survivors from Aboriginal and Torres Strait Islander, refugee and disadvantaged backgrounds and their application to the provision of accessible and appropriate health services.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Post-graduate tertiary qualifications in related discipline.

Personal Abilities/Aptitudes/Skills:

- > Ability to effect system change through the provision of training and professional development.

Experience

- > Contribution to policy and procedure development, implementation, and review.

Knowledge

- > Sound knowledge of the health system and gaps in responses to consumers experiencing DFV.

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.

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.

HaRTSS staff are kind, caring, professional, culturally respectful and demonstrate a good work ethic. They are committed to sharing their knowledge and skills through training, education, and community capacity building.

Cedar Health Service: Inclusive Domestic and Family Violence Healthcare provides free specialist healthcare to address the health impacts of DFV. Cedar Health Service provides healthcare responses includes inclusive healthcare, projects, training, and the work of MAPS.

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

Vision

Healthy communities where every individual has the opportunity to thrive

Purpose

To strengthen the health and wellbeing of future generations

Values

Compassion, Respect, Equity, Accountability, Together for Excellence

Strategic Themes



Meaningful gains in Aboriginal Health



Value what matters to consumers, their culture and community



Connected care that is trusted and well informed



Provide leading healthcare for women, babies, children and young people

Key Enablers

Reconciliation and Truth Telling

Research

Leadership and culture

Contemporary infrastructure

Trusted data systems and governance

Capable and well workforce

Environmental sustainability

Integrated governance

Priority Actions

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

We will expand models of care closer to home

We will embed staff and consumer co-design into service planning

We will maximise meaningful engagement and achieve greater community reach ensuring every contact counts

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

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

We will give voice to consumers experiencing vulnerability through active advocacy

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

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