



ROLE DESCRIPTION

Role Title:	Senior Psychologist- Paediatric Chronic Pain Service
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:	Allied Health, Complex & Sub Acute Care
Department/Section / Unit/ Ward:	Chronic Pain Service
Role reports to:	Service Lead
Role Created/ Reviewed Date:	August 2026
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check (issued by approved provider) If applicable - NDIS Worker Check (issued by NDIS Commission)
Immunisation Risk Category	☐ Category A - direct physical contact with patients/clients ☒ Category B - no direct physical contact with patients/clients

ROLE CONTEXT

Primary Objective(s) of role:

The Senior Psychologist works within a multidisciplinary team to deliver holistic, biopsychosocial, trauma-informed, and patient-centred care to children, adolescents, and their families referred to the Paediatric Chronic Pain Service at WCHN.

The Senior Psychologist will have specialised knowledge and experience in the development, coordination and implementation of high-quality and evidenced-based psychological assessment and therapeutic services to children and young people. Services may be provided to inpatients or outpatients, and via consultation to community and health services and schools.

Direct Reports:

➤ NIL

Key Relationships/ Interactions:

Internal

- Works collaboratively with a range of WCHN staff including allied health, medical, nursing and administrative staff.
- Operationally reports directly to the Service Lead, Paediatric Chronic Pain Service regarding issues involving day to day service provision to patients with chronic pain needs.
- Receives professional/clinical supervision from the Principal Psychologist, Paediatric Chronic Pain Service

External

- Multi-disciplinary staff from external agencies such as, GP practices, private allied health providers, Department of Child Protection, Department for Education, Independent Schools and National Disability Insurance Scheme.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Co-ordination and time management of a complex workload
- > Working in a developing service there is a need for ongoing development of service provision and role definition.

Delegations:

- > Nil

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.
- > Meeting immunisation requirements as outlined by the *Addressing vaccine preventable disease: Occupational assessment, screening and vaccination policy*
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Addressing 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.
- > Maintaining confidentiality.
- > Ensuring a smoke free workplace.
- > Valuing and respecting the needs and contributions of SA Health Aboriginal staff and clients and committing to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Creating 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.
- > Elevating 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.

- > Supervising and overseeing of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.
- > 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, and must be renewed every 5 years from the date of issue
- > For 'Risk Assessed Roles' under the *NDIS Worker Screening Rules 2018*, the individual's NDIS Worker Check must be renewed every 5 years from the data of issue (or are required to be compliant with transitional arrangement for South Australia).
- > Failure to renew required criminal history screenings prior to nominated expiry will require your absence by way of approved leave until a renewal is obtained.
- > A satisfactory National Police Certificate (NPC) assessment is required.
- > 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
Provision of high quality, specialist mental health, psychological and systemic therapeutic services to children and young people with chronic pain and complex rehabilitation needs, and their families, who are eligible for services through the Paediatric Chronic Pain Service, WCHN.	> Direct clinical caseload applying fundamental chronic pain management values, frameworks, and concepts. > Timely involvement in case management to inform clinical decision making and support of client's emotional well-being. > Documented measurement of indicators of functional improvement > Measurement of timely response to referrals and service provision > Attend any ward meetings and support management plans for Paediatric Chronic Pain Service patients. > Provide consultation on complex cases to a range of staff or stakeholders. > Demonstrate competency in a range of evidence-based approaches. > Timely involvement in case management to inform clinical decision making and support of client's emotional well-being. > Engages and empower individuals and significant others. > Work with social context and diversity.
Contribute to collaborative inter-professional teams and partnerships delivering holistic care and the ongoing improvement of chronic pain services through interagency relationships	> Participate in interagency meetings and forums. > Share expertise and resources through a process of supervision and mentoring of other psychologists working in the area of paediatric pain. > Advocate for positive mental health outcomes for children, adolescents, and their families. > Demonstrate knowledge and understanding of mental health and rehabilitation services for children, adolescents, and families. > Provide information and consultation to the community in regard to mental health and psychological issues for children, adolescents, and their families. > Monitor, evaluate and contribute to the improvement of team efficiency and efficacy, especially team responsiveness to client needs. > Provide child & adolescent mental health education and psychological education and training to the Paediatric Chronic Pain Service. > Ensure timely and well-coordinated transition to other services. >
Contribute to a positive multi-disciplinary team environment.	> Work within a team that promotes positivity, learning and development, safety, and welfare of employees, acknowledges cultural and personal differences, and encourages creativity and innovation. > Negotiate roles, share information, seek guidance, accept leadership, and make decisions jointly with other members of the Paediatric Chronic Pain team. > Attend and actively participate in Paediatric Chronic Pain Service meetings, which includes participation in the Professional Development Program in the Paediatric Chronic Pain Service (as negotiated).
Contribute to the ongoing development, improvement and advancement of Paediatric Chronic Pain Services	> Collect, collate, analyse and interpret data to monitor the quality of rehabilitation processes and outcomes > Identify areas where client needs are not met, and advocate for resources to improve Paediatric Chronic Pain services > Contribute to strategies and actions to address gaps, barriers or constraints to quality rehabilitation service delivery > Contribute to the improvement of chronic pain and rehabilitation policy > Reflect on and evaluate competence and practice, and identify areas requiring further development

	> Use appropriate methods and resources to maintain and enhance knowledge of chronic pain and rehabilitation principles and practice > Contribute actively to discipline-based and inter-professional networks > Maintain research literacy and keeps up to date with chronic pain research findings in the paediatric population > Contribute to paediatric chronic pain research > Contribute to the dissemination of chronic pain and rehabilitation knowledge and skills > Support and supervise undergraduate and postgraduate students as appropriate > Mentor new chronic pain practitioners as appropriate
--	---

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Appropriate degree or equivalent qualification and general registration with Psychology Board of Australia within an endorsed area of practice.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to apply specialised skills in analysing complex clinical problems and formulate and implement appropriate courses of action that can develop clinical and service provision.
- > Demonstrate ability to express complex ideas succinctly and logically both verbally and in writing.
- > Excellent interpersonal communication, liaison and presentation skills

Experience

- > Experience in conducting psychological assessment and intervention with children, young people and families experiencing complex emotional, behavioural and/or cognitive difficulties.
- > Experience in service provision within a multi-disciplinary and inter-disciplinary setting and across a range of agencies.
- > Experience in staff development and training; supervision and teaching; and in consultation and liaison in accordance with AHPRA regulations and standards.
- > Demonstrated leadership and co-ordination experience in a related area

Knowledge

- > Sound theoretical knowledge in the field of clinical psychology, including knowledge of family and systems theory.
- > Knowledge of supervision practice, competency standards for clinical/health psychology and AHPRA requirements for supervisory standards.
- > Contemporary knowledge of the health services in South Australia and their interrelationships
- > Contemporary knowledge of the child protection system in South Australia and the legislative framework within which child protection operates.
- > Knowledge of the principles and practice of OHSW, Equal Opportunity, the Public Sector Act 2009 Code of Ethics and diversity appropriate to the requirements of the position

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Endorsed area of practice in Clinical/Health Psychology with the Psychology Board of Australia pursuant to the Health Practitioner National Regulation National Law (SA) Act 2010 and registered as an AHPRA board –approved supervisor able to provide all levels of supervision including primary supervision for the clinical/health registrar program.
- >

Personal Abilities/Aptitudes/Skills:

- > Expertise in the assessment, formulation and intervention of chronic pain or other complex childhood illness/disability

Experience

- > Experience undertaking qualitative and quantitative research and publishing such research.

Knowledge

- > Working familiarity with current psychiatric diagnostic systems and therapeutic models
- > A general understanding of psychopharmacology principles.

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:

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



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



CREATE
together