ROLE DESCRIPTION

Role Title: Senior Misconduct Investigator
Classification Code: ASO6
Position Number: 
LHN/ HN/ SAAS/ DHA: Southern Adelaide Local Health Network
Division: Workforce
Department/ Section/ Unit/ Ward: Human Resources
Role reports to: Principal Misconduct Investigator
Role Created/ Reviewed Date: August 2017

Criminal History Clearance Requirements: ☑ Aged (NPC) ☑ Child- Prescribed (DCSI) ☑ Vulnerable (NPC) ☑ General Probit (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

The Senior Misconduct Investigator is accountable to the Principal Misconduct Investigator for the conduct of employee misconduct investigations. The Senior Misconduct Investigator is required to plan and conduct efficient and objective investigations into allegations of serious employee misconduct. Such investigations will be conducted in line with organisational and South Australia public sector policy, common law standards, legislative standards and will adhere to the principles of natural justice and procedural fairness that are free from bias and are able to withstand internal and external scrutiny.

The Senior Misconduct Investigator will model ethical behaviour and practices consistent with the Public Sector principles and practices, employee conduct standards, equal opportunity and compliance of Workplace Health and Safety.

The Senior Misconduct Investigator will represent and assist SALHN in collaboration with other agencies and bodies in relation to evidence collection and investigative responses to serious employee conduct matters.

Key Relationships/ Interactions:

Internal
> Executive/Directors
> Workforce Team
> Staff

External
> SA Health
> Local Health Networks
> Other Government Agencies
> Regulatory Bodies
> Unions
<table>
<thead>
<tr>
<th>Challenges associated with Role:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major challenges currently associated with the role include:</td>
</tr>
<tr>
<td>- Managing competing demands</td>
</tr>
<tr>
<td>- Working in an environment of change</td>
</tr>
<tr>
<td>- Operating within a complex multifaceted system</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Delegations:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Levels/ limits of authority in relation to finance, human resources and administrative requirements as defined by SALHN delegations and policies.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resilience:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Performance Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>The incumbent will be required to participate in the organisation’s Performance Review &amp; 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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General Requirements:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managers and staff are required to work in accordance with the Code of Ethics for the South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:</td>
</tr>
<tr>
<td>- Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.</td>
</tr>
<tr>
<td>- Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.</td>
</tr>
<tr>
<td>- Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia 2014.</td>
</tr>
<tr>
<td>- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).</td>
</tr>
<tr>
<td>- Children’s Protection Act 1993 (Cth) – ‘Notification of Abuse or Neglect’.</td>
</tr>
<tr>
<td>- Disability Discrimination.</td>
</tr>
<tr>
<td>- Information Privacy Principles.</td>
</tr>
<tr>
<td>- Relevant Australian Standards.</td>
</tr>
<tr>
<td>- Duty to maintain confidentiality.</td>
</tr>
<tr>
<td>- Smoke Free Workplace.</td>
</tr>
<tr>
<td>- 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.</td>
</tr>
<tr>
<td>- Applying the principles of the South Australian Government’s Risk Management Policy to work as appropriate.</td>
</tr>
</tbody>
</table>
### Handling of Official Information:

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

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

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

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

### White Ribbon:

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

### Special Conditions:

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children’s Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for ‘Prescribed Positions’ under the *Children’s Protection Act 1993 (Cth)* or ‘Approved Aged Care Provider Positions’ as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- 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.
## Key Result Areas and Responsibilities

<table>
<thead>
<tr>
<th>Key Result Areas</th>
<th>Major Responsibilities</th>
</tr>
</thead>
</table>
| Conducts investigations into allegations of serious employee misconduct in line with organisational and government policy, common law standards, legislative standards and principles of natural justice and procedural fairness that are free from bias and are able to withstand internal and external scrutiny. | > Planning, coordinating, administering, conducting individual investigations and providing expert advice and guidance and support including reviewing investigations into complex and serious matters to ensure compliance is maintained with SA Health and SALHN policy and procedure, whole of South Australian Government policy (including the Public Sector Code of Ethics and Information Privacy Principles) and legislation.  
> Identifying and gathering evidence in accordance with evidentiary practice and legislated requirements including obtaining expert evidence from specialist witnesses where applicable.  
> Analysing and reporting on evidence, and where appropriate seeking advice, to ensure quality information and advice is available to Management and the Executive Team.  
> Providing high-level advice through preparation of investigation reports, correspondence and briefings.  
> Maintaining records in line with investigative practice, legislation, government and SALHN record management policies and contemporary administrative practices.  
> Providing regular reporting of investigation activities and progress in line with the organisation’s requirements.  
> Give consideration to staff health and wellbeing whilst undertaking investigations and promoting the availability of the SA Health Employee Assistance Program. |
| Represents Workforce Services in high level collaboration and interactions with other agencies and bodies | > Establish and maintain liaison with law enforcement bodies following allegations of employee related criminal activity; and misconduct including corruption.  
> Maintaining liaison with other government agencies, regulatory bodies and unions as necessary toward effective and efficient investigations into allegations of misconduct.  
> Representing the directorate/agency on role related working parties and forums. |
| Continuous improvement | > Review existing processes/practices and implement continuous improvement measures and streamline business processes.  
> Implement and evaluate quality/continuous improvement projects, strategies and systems to ensure SALHN meets or exceeds its legislative requirements, strategic priorities, service level agreements and quality accreditation processes. |
Person Specification

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills

> Demonstrated ability to build and sustain effective collaborative working relationships and business partnerships with clients by demonstrating a high level of professional integrity and competence that contributes to the achievement of objectives.
> Proficient verbal communication skills and ability to liaise with all levels.
> Proficient writing skills and ability to prepare investigation reports.
> Proven ability to analyse and present evidence in a clear and concise manner.
> Proven ability to work independently and as a team member.
> Proven high level skills and competency in the management of an investigations caseload; exercise of high level judgement on investigation related matters.
> Proven negotiation and conflict resolution skills in the investigations setting and across a diverse range of people.
> Proven ability to develop and maintain effective operational relationships with internal and external clients and stakeholders.

Experience

> Experience in undertaking investigations.
> Experience in providing timely and accurate written and oral advice to management and executive.
> Experience in conducting fact finding interviews with witnesses and other relevant parties.

Knowledge

> Sound knowledge of SA Government legislative and policy framework relating to the conduct of misconduct investigations and reporting obligations under the Independent Commissioner Against Corruption Act 2012.
> Possess a sound knowledge of contemporary human resource practices and their application with the SA Public Sector.
> Possess a sound knowledge of the application of Enterprise Agreements, Awards and Codes of Practice.
2. DESIRABLE CHARACTERISTICS

Personal Abilities/Aptitudes/Skills

Experience

> Experience in conducting misconduct investigations in the SA Public Sector environment.
> Experience in Health or Public Sector

Knowledge

> Possess a sound knowledge of the SA Health (Health Care Act) HR Manual, Part 4-1-7 Managing Unsatisfactory Performance, Discipline and Termination and the Commissioner for Public Sector Employment Guideline: Management of Unsatisfactory Performance (Including Misconduct).

Educational/Vocational Qualifications

> Certificate IV in Government Investigations
> Post-secondary qualification in Human Resource Management or a related field.
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, socio economic, 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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, 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 Southern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the southern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 7,000 skilled staff provides high quality patient care, education, research and health promoting services.

Southern Adelaide LHN provides a range of acute and sub-acute health services for people of all ages, and has three hospitals, Flinders Medical Centre, Noarlunga Hospital and the Repatriation General Hospital.

Southern Adelaide LHN Intermediate Care Services will deliver multi-disciplinary clinical care, addressing complexity through targeted approaches to complex chronic disease management in the community, and supported hospital discharge and avoidance programs. There is a key focus on building partnerships across the care continuum supporting interfaces between acute sites, GPs, Primary Care and Community based services.

Mental Health Services provides a range of integrated services across community and hospital settings, targeted at all age groups, in collaboration with non-Government organisations and Adelaide Primary Health Network.
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; it sets out the South Australian Public Sector values as:

> Service – Proudly serve the community and Government of South Australia.
> Professionalism – Strive for excellence.
> Trust – Have confidence in the ability of others.
> Respect – Value every individual.
> Collaboration & engagement – Create solutions together.
> Honesty & integrity – Act truthfully, consistently, and fairly.
> Courage & tenacity – Never give up.
> Sustainability – Work to get the best results for current and future generations of South Australians.

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

Domestic and Family Violence
The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

SALHN Vision
We believe in providing the standard of health care that we desire for our own families and friends.

SALHN core value TRUST
Building positive relationships; with our patients, employees and partners.

Approvals

Job and Person Specification 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: