



Government of South Australia
SA Health

**MANAGER INTERNAL AUDIT –
STATEWIDE CLINICAL SUPPORT SERVICES**

JOB & PERSON SPECIFICATION

SEPTEMBER 2024



Statewide Clinical Support Services (SCSS)

ROLE DESCRIPTION

Role Title:	Manager Internal Audit
Classification Code:	ASO8
LHN/ HN/ SAAS/ DHW:	Statewide Clinical Support Services (SCSS), CALHN, SA Health
Hospital/ Service/ Cluster:	Roma Mitchell House
Division:	SCSS Corporate Unit
Department/ Section/ Unit/ Ward:	SCSS Corporate Unit
Role reports to:	Director of Finance, SCSS
Role Created/Reviewed Date:	February 2021/September 2023/February 2024
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Manager Internal Audit is accountable to the Director of Finance, SCSS for the management, planning, evaluation and delivery of internal audits for SCSS and nominated system wide internal audit projects. The Manager Internal Audit has indirect reporting line to the SCSS Group Executive Director.

Primary responsibilities include formulating a detailed risk based Internal Audit Plan for approval by the Group Executive Director, SCSS and endorsement by the SCSS Audit and Risk Committee; conducting and overseeing independent assurance and consultative reviews of critical business processes and service lines in accordance with professional standards; and providing expert advice on risk, controls and governance.

The Manager Internal Audit provides expert advice, consultancy and recommendations on audit and compliance matters to executives and other employees within SCSS. Develops and maintains effective strategic partnerships with key internal and external stakeholders, particularly in relation to audit and compliance matters. Establishes a sound culture of audit and compliance and responsibility within SCSS.

Direct Reports:

N/A

Key Relationships/ Interactions:

Internal

- > The Manager Internal Audit reports to the Director of Finance, SCSS.
- > The Manager Internal audit has indirect reporting line to the Group Executive Director, SCSS.
- > The Manager Internal Audit liaises closely with the Director of Finance, Group Executive Director, SCSS Audit and Risk Committee, CALHN Audit and Risk Committee and SA Health Audit and Risk Committee.
- > The Manager Internal Audit works closely with all levels of staff across SCSS including team members within Risk and Assurance Services SA Health and CALHN.
- > The Manager Internal Audit works closely with the SCSS Risk Management Consultant and SCSS Manager of Legislative Compliance and Policy.

External

- > The Manager Internal Audit is required to liaise with staff of the Auditor-General's Department and may be required to liaise with other State Government Agencies, external contractors and other external parties.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Demand for internal audit services in an environment involving a diverse range of stakeholders and reduced resources.
- > Supporting a significant change and reform agenda.
- > Operating in a complex service area with high profile responsibilities.
- > Working within a distributed model of care where SCSS sites are located across metropolitan and regional areas.
- > Keeping up to date with professional standards of practice, implementing evidence-based practices and technologies, and quality and safety initiatives.

Delegations:

N/A

Key Result Areas and Responsibilities

Key Result Areas	Major Responsibilities
Establishment and implementation of Integrated Internal Audit Planning within SCSS	<ul style="list-style-type: none"> > Development of the annual and three-year risk based Internal Audit Plan for approval by the Group Executive Director and endorsement by the SCSS Audit and Risk Committee. > Using an integrated and coordinated risk-based approach in development of the plans. This includes integration with strategic plans and risk management frameworks, development of an inventory of assurance processes against strategic and operational risks, compilation of an Audit Universe and consultation with key stakeholders. > Identifying issues and matters of significance relating to SCSS operations which have implications for risk management and/or internal audit planning. > Identification of potential areas of SCSS operations that may achieve an economy, efficiency, effectiveness and accountability improvement by the conduct of an audit. > Significant support provided in the development, implementation, monitoring and review of annual business plans utilising a sound, inclusive, consultative framework.
Conduct of Audits on Internal Audit Plan	<ul style="list-style-type: none"> > Undertake internal Audit Assurance Reviews > Developing and operationalising comprehensive audit programs based on the approved Internal Audit Plan. > Obtaining the necessary information to determine and document the key risks associated with the projects to be completed. > Facilitating the critical examination of relevant financial and/or administrative documentation, systems and/or activities of worksites to determine the adequacy of internal controls put in place by management to mitigate the key risks identified. > Raising recommendations and developing reports that add value and improve the internal control framework of SCSS. > Reporting the outcomes of audits completed to the client, the Group Executive Director and the Audit and Risk Committee. > Responsible for following up on recommendations raised to ensure they have been effectively implemented. > Managing consultants engaged to deliver internal audit projects as allocated per the approved Internal Audit Plan.
Conduct of Special Investigations	<ul style="list-style-type: none"> > Undertaking complex projects, including investigations, as requested from time to time by the Group Executive Officer or Director of Finance. > Undertaking projects, investigations and reviews that are large, complex and sensitive in nature.
Audit Reporting and Evaluation	<ul style="list-style-type: none"> > Preparing clear, concise and timely audit reports for the audit sponsor(s), the Group Executive Director and the Audit and Risk Committee.
Provision of expert Consultancy and Advice	<ul style="list-style-type: none"> > Provision of expert, timely and effective audit and consultancy service for SCSS. > Providing strategic advice and high-level assistance on risks and controls to the Group Executive Director, stakeholders and Audit and Risk Committee/s. > Initiating and developing partnerships across the region with senior management to support sound processes and controls.

	> Enhance understanding of internal audit requirements.
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<p>Lead Best Practice Internal Audit and Compliance Services</p>	<ul style="list-style-type: none"> > Lead and monitor significant audit and compliance reform and improvements across SCSS. > Contributing to the maintenance of best practice internal audit and compliance processes and techniques across SCSS. > Identifying key performance indicators and best practice benchmarks which will support improvements in efficiency and effectiveness of audit and compliance across SCSS. > Developing a sound culture of risk awareness and responsiveness in relation to audit and compliance. > Active participation in the SCSS annual business planning process. > Identifying and leading change management projects.
<p>Relationship Management</p>	<ul style="list-style-type: none"> > Developing and maintaining strong relationships with stakeholders to enable the provision of ongoing guidance and information in relation to audit and compliance matters. > Interacting and maintaining productive business relationships at all levels. Collaborate with these stakeholders and staff on solutions to support effective and efficient execution of audits. > Be a valued business partner worthy of providing feedback and consultation related to existing or emerging internal controls, compliance matters and audit findings. > Developing and maintaining strong working relationships and alliances within and outside SA Health to achieve SA Government objectives and expectations.
<p>Team Management and Leadership</p>	<ul style="list-style-type: none"> > Providing efficient management of resources and effective management and leadership for a small team of audit staff. > Delegating audit tasks to members of the audit team, appropriate to their level of training and skill, and providing continuous leadership and guidance to members of the team. > Monitoring the staff development and training needs of team members and providing or facilitating appropriate training and development opportunities. > Monitoring the work environment and promptly addressing issues of concern to team members. > Contribute to a team environment that promotes positivity, learning and development, safety and welfare of employees, acknowledges differences and encourages creativity, innovation and honesty.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Tertiary qualification in Accounting, Finance, Business Studies, Economics or other related discipline.

Personal Abilities/Aptitudes/Skills:

- > Highly developed 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.
- > Highly developed verbal and written communication skills enabling the effective transfer of new and complex information to Executive, senior management, and staff at all levels.
- > Ability to analyse complex issues with clear and logical development of arguments and presentation of well supported conclusions and recommendations.
- > High level skills in interpreting and applying policies and evaluating business processes and procedures.
- > Self-motivated, organised and demonstrated ability to operate independently, while remaining focused on agreed objectives that may have competing priorities.
- > Ability to respond positively to change in a manner that promotes and influences others, therefore facilitating change management processes.
- > 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:

- > Extensive experience in the application of accounting and/or auditing practices and procedures at a senior level in a large complex organisation in a climate of reform and continuing change.
- > Extensive experience in the conduct of special investigations at senior levels.
- > Experience in the application of specialised audit software in the conduct of audits.
- > Proven senior level experience in the identification, conduct and reporting of reviews of specific issues of importance and interest in the public sector.
- > Experience in the ability to lead, manage and develop staff to work collaboratively in a team environment, contributing to and encouraging a culture of teamwork and service delivery to take a shared responsibility to achieving results.

Knowledge:

- > Sound knowledge of current accounting and auditing standards promulgated by professional accounting bodies.
- > Knowledge of risk management principles and practises as outlined in the International Standard on Risk Management (AS/NZS ISO 31000:2018 Risk Management – Principles and Guidelines).

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Membership of an appropriate professional body.

Personal Abilities/Aptitudes/Skills:

- > Nil.

Experience:

- > Experience in the management of a team of professional staff.

Knowledge:

- > Knowledge of management principles, techniques and practices.
- > 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.
- > Knowledge of the principles of public administration and communication.

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 the 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. There may be ongoing immunisation requirements that must be met.
- > 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.

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.

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.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and 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.

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.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

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 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 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.

Central Adelaide Local Health Network

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- SA Dental Service

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Dental, SA Medical Imaging (SAMI), SA Pathology, SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of four metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit centraladelaide.health.sa.gov.au.

Division/ Department:**Statewide Clinical Support Services**

Statewide Clinical Support Services (SCSS) is managed by the Group Executive Director, who, reports to the CEO, CALHN and the Chief Executive, DHW for Statewide Clinical Support Services performance issues. SCSS incorporates BreastScreen SA, SA Dental, SA Medical Imaging, SA Pathology, SA Pharmacy and is responsible for providing pathology, medical imaging and pharmacy services to all LHNs and the population of South Australia.

SCSS Corporate Services helps support these services with regards to legislative compliance, risk assurance, audit activities and procurement.

BreastScreen SA

BreastScreen SA provides more than 90,000 free screening mammograms (breast X-rays) each year to South Australian women primarily aged 50 to 74, with the aim of diagnosing breast cancer at an early stage, before it can be felt. With around 1 in 10 South Australian women developing breast cancer before the age of 75 (and 9 in 10 having no family history of the disease), early detection can maximise the options for simpler treatments and more successful outcomes.

SA Dental

SA Dental provides dental services to eligible adults and all children at clinics across South Australia through two clinical streams; Statewide Dental Services (SWDS) - comprises adult and kids dental services as its two core programs as well as private sector schemes, remote dental services and attraction and retention of clinic staff. The Adelaide Dental Hospital (ADH) - comprises six specialty dental services, general and emergency services, and provides infection control leadership. Under arrangements with the University of Adelaide, we provide up to 90 undergraduate student chairs in which students undertake clinical placements.

SA Medical Imaging (SAMI)

SA Medical Imaging was established as a statewide service on 1 July 2012. SAMI provides a comprehensive, efficient, professional and cost-effective public service for all South Australians and referrers within SA Local Health Networks. SAMI operates out of six metropolitan and four country locations, providing radiology and nuclear medicine services.

SA Pathology

SA Pathology is the Statewide pathology provider for the South Australian health sector. SA Pathology provides quality pathology services to South Australian medical practitioners and public / private hospitals through a networked system of 18 laboratories, including laboratories in rural and remote hospitals, general laboratories in large metropolitan hospitals and specialist laboratories providing tertiary referral and reference laboratory services.

SA Pharmacy

SA Pharmacy is a clinically led, cost-efficient, professional statewide pharmacy service. SA Pharmacy is responsible for the provision of onsite and outreach pharmacy services at South Australian metropolitan public hospitals and at country hospitals with on-site pharmacy departments.

Values

Statewide Clinical Support Services Values

Within SCSS our people are at the heart of what we do. We are committed to building a strong, vibrant culture and place to work, and to providing high-quality care to our patients and consumers that demonstrates our values in action. Our five core values are Integrity, Compassion, Accountability, Respect and Excellence (ICARE):

Integrity:	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
Compassion:	Patients and consumers are front of mind in everything we do, and we approach care for others with empathy and kindness. We provide an environment that is safe and caring and we will support each other at all times.
Accountability:	We take ownership of our responsibilities and actions. We own our mistakes and take proactive measures to find effective solutions. We demonstrate our values in our actions and behaviours
Respect:	We foster a culture that is respectful of our consumers, patients and each other. We value diversity and everyone's input and demonstrate trust in each other.
Excellence:	We complete and promote work of the highest standard. We challenge the normal way of doing things to ensure continuous improvement and we seek consumer input to represent the diversity of our 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.

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.

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



HOW TO APPLY

Applications should be addressed to Andrew Reed and Bernie Dyer. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.