

## Position Title: Senior Governance and Policy Officer

<b>Position Number</b>	00014393
<b>Classification</b>	HSO Level G7
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Office of the Chief Executive
<b>Function</b>	Executive
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Office of the Chief Executive Business Unit, the Senior Governance and Policy Officer is responsible for:

- Providing support to the Governance Risk and Compliance team as they deliver effective, compliant, efficient and timely governance and policy activities.
- HSS-wide policy and governance monitoring.
- HSS Ministerial and Parliamentary liaison.
- HSS Advisory Board Support, legal counsel and FOI.

### REPORTING RELATIONSHIPS:

Director, Office Of The Chief Executive  
HSO Level G12



Manager, Governance, Risk and Compliance  
HSO Level G10



**This position**



Directly reporting to this position:

Title	Classification	FTE
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No direct reports

## ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA Health system. HSS was established in 2016 under the Health Services Act 2016 (WA) and transitioned to be governed by a Board in July 2020.

HSS provides a suite of services to support WA public hospitals and health services to deliver excellent health care. These services include ICT, Procurement & Supply, Employment, Payroll and Financial Services.

HSS's values underpin everything we do. We are committed to enhancing the experience of our customer by delivering simple, reliable and responsive shared services, and create partnerships to find solutions.

HSS actively seeks to empower a "Think Customer First" culture with skilled, motivated and experienced teams of people. With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to career development, professional learning and the wellbeing of our employees.

## HSS PURPOSE AND VALUES

Purpose

**We support our customers to provide excellent health care**

Overarching KPI = Customer Satisfaction Score (CSAT)

Values

Think  
customer first

We promise,  
we own, we do

We will find  
a way

We make a  
difference together

## BUSINESS UNIT ROLE:

The Office of the Chief Executive (OCE) is responsible for supporting the HSS Chief Executive in their function and coordinating various activities and strategic initiatives across HSS. The OCE is also responsible for corporate communications, media and public relations, activities involving liaison with the Minister for Health and system manager, internal audit, governance and ensuring the HSS Executive functions appropriately.

In addition, the OCE contributes to the development of quality health service delivery by providing strategic policy advice and support across HSS and develops projects or programs of work to assure their delivery. The Business Unit also leads, coordinates and undertakes the audit, governance and risk activities, and the development, implementation and evaluation of policies, protocols and guidelines in support of governance initiatives.

The OCE is also responsible for supporting the operations and management of the HSS Governing Board.

## POSITION RESPONSIBILITIES:

### **HSS Participation (Self):**

- Maintains the HSS “Think Customer First” culture and demonstrate a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system’s Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

### **Role Specific Responsibilities and Key Outcomes:**

- Supports the Manager, Governance Risk and Compliance to develop and implement robust governance frameworks within HSS that align with best practice and comply with the strategic direction and organisational operational requirements.
- Responds to all Freedom of Information Requests received by Health Support Services.
- Responds to all Ministerial and Parliamentary questions, and coordinates all liaison associated with Ministerial requirements.
- Supports the Manager, Governance, Risk and Compliance to develop an annual program of work to address HSS wide policy and governance requirements.
- Staying abreast of relevant policy and governance requirements to ensure HSS is compliant with applicable legislation and WA Health Policy frameworks.
- Provides advice and support in relation to governance and policy to the Executive Leadership Team and HSS Advisory Board.
- Responsible for responding to FOI requests for HSS.
- Delivers the Ministerial and Parliamentary liaison process and activities for HSS.
- Coordinates the receipt and request of legal advice as required.
- Developing and maintaining key internal and external business relationships and networks, by applying effective stakeholder management.
- Supporting the appropriate education and awareness for HSS staff in the application of governance, risk and compliance mechanisms.
- Other duties as required.

## SELECTION CRITERIA:

### ESSENTIAL CRITERIA:

1. Demonstrated understanding, achievement and experience in the delivery of governance and policy management services and programs.
2. Demonstrated experience of maintaining and evaluating policy systems in large organisations and proven abilities in policy development.
3. Excellent interpersonal, verbal and written communication skills with strengths in report writing, relationship building, and consultation with stakeholders.
4. Well developed, planning, problem solving and analytical skills with the ability to implement solutions.

### DESIRABLE CRITERIA:

1. Possession of or progress towards a relevant professional or tertiary qualification.
2. Knowledge of the government health services industry.
3. Experience in a Public Sector Agency.
4. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

### APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

Version control	Description	CRC Approval Date	Registered Date
Vs 1.0	JDF Created	31/08/2020	31/08/2020