

Position Title: Environmental Services Supervisor

Campus: Grampians Health

Directorate: Support Services

Department: Environmental Services

Reporting to: Assistant Manager

Direct Reports: Environmental Services Manager

Appointment Terms/Conditions:

Classification and Code: Supervisor – GN1

Enterprise Agreement: Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) Single Enterprise Agreement.

Time Fraction (hrs/week): As per employment contract

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

To assist (as directed) in the efficient provision of cleaning and food services within the Environmental Services Department.

KEY ACCOUNTABILITIES

- Compliance with all BHS Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Ballarat Health Services Infection Control Manuals.
- Participation in the BHS integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague
- You must ensure that the affairs of Ballarat Health Services, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Ballarat Health Services.
- At BHS we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst BHS employees.
- To assist with the supervision and on the job training, welfare and discipline of all staff within the Environmental Services Section.
- To supervise and organise the allocation of work to Staff and ensure that the quality of work performed measures up to specified standards and frequencies.
- To attend to such administrative duties as necessary including; the ordering of cleaning material and supplies from the bulk store, checking time sheets of Department Staff members, attention to annual leave applications, incident forms etc.
- Answering of phone in a confident & polite manner.
- Carry out / assist with department projects.
- Other duties as requested by Environmental Services Management Staff.
- Assisting with department charges and BHS staff labour for hire.
- Participate in Department quality activities.
- Help meet all our customer service objectives and needs.

ACCOMMODATION

- Supervision of staff members within the Accommodation Department.
 - To ensure that properties are maintained in a clean and tidy condition at all times. Report any misdemeanours of occupants to Manager Environmental Services. Ensure rooms are inspected on vacation of occupier and are presentable for new occupant.
 - Maintain accommodation booking system.
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- Maintain key register for all above mentioned rental properties. Ensure the forward booking register is maintained in an accurate manner.
- Cancer Accommodation – Bookings and room servicing.

KEY SELECTION CRITERIA

- A sound knowledge and understanding of general and commercial cleaning and extensive experience in the field of high standard cleaning as required in health facilities is essential.
- The willingness to accept responsibility and work under limited direction.
- Demonstrated ability to work as a team member with ability to prioritize.
- Good communication skills.
- Excellent computer skills, Excel, Word, Outlook.
- Experience in managing accommodation is desirable.
- Excellent written, verbal communication and interpersonal skills.

OCCUPATIONAL HEALTH, SAFETY AND QUALITY RESPONSIBILITIES

Responsibilities and Accountabilities

All Ballarat Health Services employees share responsibility for occupational health and safety, (OH&S) with specific responsibilities and accountabilities allocated to positions within the organisational structure.

Employees also have a responsibility to the National Safety and Quality Standards (NSQHS) in ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet his/her obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including, dismissal.

Managers (includes, Directors and Supervisors)

Employees with a management or supervisory role have a responsibility to ensure occupational health and safety principles are in place and maintained. Managers have special responsibilities to model appropriate behaviours in relation to OH&S and develop responsible attitudes to OH&S in employees and contractors working in their areas.

Managers have the responsibility to:

- Ensure OH&S Policies and Procedures are operating effectively and complied with in the workplace.
- Ensure regular risk management activities are undertaken in the workplace and effective risk controls are in place.
- Periodically reviewing risk control options to make sure they continue to be effective.
- Make sure Job Safety Analysis is carried out and appropriate safe working practices are developed and followed.

- Ensure supervisory staff are trained in their OH&S responsibilities.
- Making sure that OH&S training needs of staff are identified and required training is undertaken.
- Support OH&S consultation in the workplace by ensuring Health and Safety Representatives (HSR's) and OH&S Committees are in place and that the HSR's are trained and resourced to carry out their role.
- Actively participate in OH&S consultation activities.
- Engage employees in their area in discussions about changes to the workplace or work processes that may impact on the health and safety of staff.
- Ensure incidents and accidents are recorded, investigated and corrective action identified and implemented so far as is reasonably practical.
- Ensure Injury Management Procedures are operating effectively in the workplace and that return to work programs are followed.
- Review workplace OH&S performance against hospital performance indicators and report outcomes to employees and Senior Management.
- Make sure that contractors demonstrate their OH&S capabilities before they being engaged, that contractors receive OH&S induction training and that their work is appropriately supervised.
- Ensuring OH&S is an agenda item at all workplace team meetings.
- Keeping abreast of statutory and BHS occupational health and safety policies, procedures and programs relevant to their work areas.
- Circulate relevant OH&S information and newsletters to staff.

Managers (NSQHS)

The role of the Manager is to ensure safe and effective delivery of healthcare services by:

- Implementing and maintaining systems, resources, education and training to ensure staff deliver safe, effective and reliable health care.
- Supporting the establishment of partnerships with stakeholders, patients and carers when designing, implementing and maintaining systems.
- Managing performance and facilitating compliance across the organisation.
- Overseeing individual areas with responsibility for the governance of safety and quality systems.
- Modelling behaviour that optimises safe and quality care by considering their implications in their decision-making processes.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.

- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.

