

**Position Title:** Support Services Supervisor

**Campus:** Dimboola Campus

**Directorate:** Aged Care

**Department:** Dimboola Campus

**Reporting to:** Direct – Dimboola Campus Manager  
Indirect – Support Services Manager - Horsham

**Direct Reports:** General Services Assistants

### Appointment Terms/Conditions:

**Classification and Code:** Admin Grade 3 (HS3)

**Enterprise Agreement:** Health and Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement

### 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](http://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.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<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**

The Support Services Supervisor (SSS) is responsible for overseeing the efficient and effective delivery of, Food and Environmental Services at the Dimboola campus.

Reporting to the Dimboola Campus Manager, the SSS will work closely with the Food, Environmental and Support Services Managers at the Horsham campus to ensure a consistent approach and compliance with all relevant standards. The SSS is responsible for managing general services team members including recruitment, rostering and Optima and other human resource related matters as well as store / supplies and assisting the campus manager with non-clinical operational matters.

## **KEY ACCOUNTABILITIES**

### **Operational Responsibilities:**

1. Provide leadership & supervision of the Food Services and Environmental Services team members to ensure continued effective operation of support services at the Dimboola campus
2. Organise rosters and manage the time and attendance system (Optima) for direct reports
3. Immediately notify the Campus Manager & relevant department head(s) of any breakdown or planned interruption to services which may affect the provision of resident services
4. Complete allocated maintenance work orders & tasks in a timely manner within scope and level of experience
5. Ensure all duties are carried out in accordance with the Food Safety Plan, Safe Victoria Guidelines & Occupational Health and Safety Standards, relevant accreditation standards and GH policies and procedures
6. Ensure food delivered to residents is in accordance with their menu preference and dietary needs
7. Assist with budget management including invoice management relating to utilities and stores procurement
8. Submit and coordinate procurement to ensure supply levels are maintained and/or available when required for environmental and food services
9. Complete required data collection and reporting including the Essential Services and Food Safety reporting
10. Support the Campus Manager and OH&S department with fire and emergency management including emergency evacuation procedures, fire warden duties and fire safety drills
11. Work closely with the Support Services Manager and relevant Horsham department heads, to ensure food and environmental functions across Horsham and Dimboola operate in a consistent manner and align with best practice.
12. Lead quality improvement activities that affect the Dimboola general services areas
13. Ensure waste is managed according to GH waste management procedures

### **Strategic Direction:**

14. Provide departmental key advice, support and input into the achievement of short, medium and long-term outcomes in relation to GH's strategic directions

### **Workforce management:**

15. Manage and retain skilled team members through effective recruitment, orientation, recognition and development strategies to meet the department's service delivery needs
16. Clearly communicate position and behavioural expectations to team members and proactively resolve conflicts and sensitive issues to support a positive, person centred culture
17. Ensure effective and efficient workforce planning and practices are in place including; rostering, leave coverage, contingencies and succession planning

### **Performance development:**

18. Ensure team members are provided with regular feedback, support and annual professional development plans and completion of mandatory training are maintained to promote career progression, engagement and continuous learning

**Change management:**

19. Lead and support team members through departmental and/or organisational change and ensure there are clear and effective consultation and communication processes in place

**Risk Management:**

20. Potential risks, incidents and near misses are reviewed, documented and responded to appropriately. Team members are educated on risks associated with the department/ workplace

**Performance /Financial management:**

21. Assist the Campus Manager to monitor and report on the department's productivity and performance through appropriate efficiency indicators including budget variance, quality improvement and resource management

**Legal compliance:**

22. Ensure the department is compliant with relevant legislative, agreement and contract requirements

**Stakeholder Engagement:**

23. Collaborate with the community and relevant stakeholders to develop, implement and review health service planning and quality improvement activities (where relevant)

**KEY SELECTION CRITERIA****Essential:**

- A minimum of 2 years experience in support services management/supervisor role or similar
- Well developed administration, time management, and computer skills
- Strong organisational skills with a focus on accuracy and attention to detail
- Excellent verbal and written communication skills
- Strong customer service and interpersonal skills
- Drivers license

**Desirable:**

- Relevant Qualifications e.g. management / food handling or safety
- Experience in a health care environment or similar
- Working knowledge of OH&S requirements including working at heights, confined spaces, manual handling principles and safe handling of chemicals
- Knowledge of Aged Care Accreditation requirements and/or Food safety

**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.