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| **Organisation** | NSW Health |
| **Local Health District / Agency** | Northern NSW Local Health District |
| **Position Classification** | Admin Off Lvl 5 |
| **State Award** | Health Employees Administrative Staff (State) Award |
| **Category** | Patient Support Services | Cleaning Services | Cleaning Services  Management |
| **Website** | [www.nnswlhd.health.nsw.gov.au/](http://www.nnswlhd.health.nsw.gov.au/) |

# PRIMARY PURPOSE

Providing management and day to day supervision of Operational Services and the staff to facilitate delivery of quality, cost effective services and the achievement of business and service objectives. Providing and supporting a safe clean environment for patients, staff and visitors and ensuring the effective processing and delivery of stores.

# COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

# ESSENTIAL REQUIREMENTS

Valid unrestricted drivers' licence for use in NSW/Australia.

Responsibilities under WHS - Supervisor

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

# KEY ACCOUNTABILITIES

Supervise a multidisciplinary team of staff supporting clinical care and assist in the provision of direct care to patients as it relates to Cleaners, Stores persons and Linen Services staff and assist in the provision of administrative support.

Provide of an effective and efficient Domestic Services to the Hospital wards, departments and external areas in a cost effective manner to ensure services are delivered within agreed timeframes and meeting high quality standards.

Supervise the physical and financial resources to ensure the delivery of services and manage the conflict of resources and priorities.

Perform the rostering functions for Domestic Services and the accurate entry and checking of the roster each pay period in accordance with NSW rostering policies and rostering best practice principles in a shift work environment, utilising casual staff to provide an uninterrupted coverage of the units.

Supervise and support staff to implement and monitor new and revised strategic plans, operational systems, policies and procedures to promote continual improvement and ensure NSW Health and legislative requirements compliance and best management practices.

Coordinate staff performance appraisals, training requirements, and ensure identified learning outcomes are completed within appropriate timeframes to ensure that all standards are met.

Prepare reports as required on matters relevant to Domestic Services functions and Domestic Services staff, including monthly reports to executive on performance, quality activities, safety and personnel issues.

# KEY CHALLENGES

* Supervising competing demands for the allocation of resources, and increasing accountability and emphasis on quality, efficiency, appropriate distribution and effectiveness of services whilst achieving of

staffing and financial budgetary targets.

* Supervising staff across multiple areas with a variety of issues and proactively managing challenging behaviours of complex human resource management processes in a changing and dynamic

environment, including the implementation of new technologies.

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| **KEY RELATIONSHIPS** | |
| **Who** | **Why** |
| Manager | Receive direction, support consultation and supervision in relation to the delivery of quality service and operational leadership and management |
| Teams | Provide supervision, and support to staff within the service/facility in the provision of a quality service. |
| Key internal stakeholders | Collaborate and consult with key staff to ensure appropriate delivery and ongoing improvement of the service. |
| External contractors and vendors | Liaise and negotiate to ensure contractual obligations, including maintenance and supply of goods and services within required timelines. |

# SELECTION CRITERIA

1. Demonstrated substantial experience in health related cleaning and/or Domestic Services related functions
2. Demonstrated sound experience in managing a team of staff in a complex multidisciplinary organisation, with a strong focus on customer services
3. An understanding of contemporary Domestic Services and Stores management, including financial, human resource and organisational management
4. Demonstrated computer skills/knowledge, including word processing, spreadsheets and report writing, with an ability to use and run reports
5. Effective oral and written communication, negotiation, interpersonal skills and the ability to communicate and work effectively with other staff
6. Valid unrestricted drivers' licence for use in NSW/Australia and willingness to travel in the course of employment

## OTHER REQUIREMENTS

### Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

* + Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image,

could lead to disciplinary action, including dismissal

* + Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

* + Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
  + Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

### Workplace Culture

Your workplace behaviours and practices are expected to:

* + Proactively contribute to a positive, productive and safe workplace culture
  + Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

### Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

* + Privacy and Personal Information Protection Act 1998 (NSW)
  + Health Records and Information Privacy Act 2002 (NSW)

### Performance

All employees will:

* + Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
  + Participate in an annual performance appraisal
  + Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
  + Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

### Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

* + Be aware of and comply with their responsibilities under the Standards
  + Actively participate in quality improvement initiatives within their teams
  + Participate in organisation-wide quality improvement activities as required

### Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

### Risk Management

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

All employees will:

* + Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage



# CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

**Level**

**Capability Group Capability Name**

**NSW Public Sector Capability Framework**

Display Resilience and Courage Foundational

Act with Integrity Foundational

### Manage Self Intermediate

Value Diversity Intermediate

Communicate Effectively Intermediate

### Commit to Customer Service Intermediate

Work Collaboratively Intermediate

Influence and Negotiate Intermediate

### Deliver Results Intermediate

Plan and Prioritise Intermediate

Think and Solve Problems Intermediate

Demonstrate Accountability Foundational

Finance Intermediate

### Technology Intermediate

Procurement and Contract Management Intermediate

### Manage and Develop People Foundational

Inspire Direction and Purpose Foundational

Optimise Business Outcomes Foundational

**Behavioural Indicators**

**Group and Capability Level**

**NSW Public Sector Capability Framework**

### Personal Attributes

Manage Self

Intermediate  Adapt existing skills to new situations

* + - Show commitment to achieving work goals
    - Show awareness of own strengths and areas for growth and develop and apply new skills
    - Seek feedback from colleagues and stakeholders
    - Maintain own motivation when tasks become difficult

**Relationships** Commit to Customer Service

Intermediate  Support a culture of quality customer service in the organisation

* + - Demonstrate a thorough knowledge of the services provided and relay to customers
    - Identify and respond quickly to customer needs
    - Consider customer service requirements and develop solutions to meet needs
    - Resolve complex customer issues and needs
    - Co-operate across work areas to improve outcomes for customers

### Results

Deliver Results

Intermediate  Complete work tasks to agreed budgets, timeframes and standards

* + - Take the initiative to progress and deliver own and team/unit work
    - Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals
    - Seek and apply specialist advice when required

### Business Enablers

Technology

Intermediate  Apply computer applications that enable performance of more complex tasks

* + - Apply practical skills in the use of relevant technology
    - Make effective use of records, information and knowledge management functions and systems
    - Understand and comply with information and communications security and acceptable use policies
    - Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

**People Management** Manage and Develop People

Foundational  Clarify work required, expected behaviours and outputs

* + - Contribute to developing team capability and recognise potential in people
    - Give support and regular constructive feedback that is linked to development needs
    - Identify appropriate learning opportunities for team members
    - Recognise performance issues that need to be addressed and seek appropriate advice

**Job Demands for:** NNSWLHD - Administration Officer AO5 - Domestic Services Supervisor

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| **Physical Demands** | |
| **Sitting** - remaining in a seated position to perform tasks  Constant | **Standing** - remaining standing without moving about to perform tasks  Occasional |
| **Walking** - floor type: even/uneven/slippery, indoors/outdoors, slopes  Occasional | **Running** - floor type: even/uneven/slippery, indoors/outdoors, slopes  Not Applicable |
| **Bend/Lean Forward from Waist** - forward bending from the waist to perform tasks  Infrequent | **Trunk Twisting** - turning from the waist while sitting or standing to perform tasks  Not Applicable |
| **Kneeling** - remaining in a kneeling posture to perform tasks  Not Applicable | **Squatting/Crouching** - adopting a squatting or crouching posture to perform tasks  Infrequent |
| **Leg/Foot Movement** - use of leg and/or foot to operate machinery  Not Applicable | **Climbing (stairs/ladders)** - ascend/descend stairs, ladders, steps  Infrequent |

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| **Lifting/Carrying** - light lifting and carrying (0 to 9 kg)  Frequent | **Lifting/Carrying** - moderate lifting and carrying (10 to 15 kg)  Not Applicable |
| **Lifting/Carrying** - heavy lifting and carrying (16kg and above)  Not Applicable | **Reaching** - arms fully extended forward or raised above shoulder  Infrequent |
| **Pushing/Pulling/Restraining** - using force to hold/restrain or move objects toward or away from the body  Infrequent | **Head/Neck Postures** - holding head in a position other than neutral (facing forward)  Frequent |
| **Hand and Arm Movements** - repetitive movements of hands and arms  Frequent | **Grasping/Fine Manipulation** - gripping, holding, clasping with fingers or hands  Frequent |
| **Work at Heights** - using ladders, footstools, scaffolding, or other objects to perform work  Not Applicable | **Driving** - Operating any motor powered vehicle  Occasional |

**Sensory Demands**

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| **Sight** - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)  Constant | **Hearing** - use of hearing is an integral part of work performance (e.g. Telephone enquiries)  Frequent |
| **Smell** - use of smell is an integral part of work performance (e.g. working with chemicals)  Not Applicable | **Taste** - use of taste is an integral part of work performance (e.g. food preparation)  Not Applicable |
| **Touch** - use of touch is an integral part of work performance  Not Applicable |  |

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| **Psychosocial Demands** | |
| **Distressed People** - e.g. emergency or grief situations  Occasional | **Aggressive and Uncooperative People** - e.g. drug/alcohol, dementia, mental illness  Not Applicable |
| **Unpredictable People** - e.g. dementia, mental illness, head injuries  Not Applicable | **Restraining** - involvement in physical containment of patients/clients  Not Applicable |
| **Exposure to Distressing Situations** - e.g. child abuse, viewing dead/mutilated bodies |  |

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| Not Applicable |  |

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| **Environmental Demands** | |
| **Dust** - exposure to atmospheric dust  Not Applicable | **Gases** - working with explosive or flammable gases requiring precautionary measures  Not Applicable |
| **Fumes** - exposure to noxious or toxic fumes  Not Applicable | **Liquids** - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE  Not Applicable |
| **Hazardous Substances** - e.g. dry chemicals, glues  Not Applicable | **Noise** - environmental/background noise necessitates people raise their voice to be heard  Not Applicable |
| **Inadequate Lighting** - risk of trips, falls or eyestrain  Not Applicable | **Sunlight** - risk of sunburn exists from spending more than 10 minutes per day in sunlight  Not Applicable |
| **Extreme Temperatures** - environmental temperatures are less than 15°C or more than 35°C  Not Applicable | **Confined Spaces** - areas where only one egress (escape route) exists  Not Applicable |

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| **Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground**  Occasional | **Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls**  Occasional |
| **Working At Heights** - | **Biological Hazards** - exposure to body fluids, |
| ladders/stepladders/scaffolding are required to | bacteria, infectious diseases |
| perform tasks |  |
| Not Applicable | Infrequent |