

POSITION DESCRIPTION

Support Services – Afternoon Supervisor



Working at Northeast Health Wangaratta

At Northeast Health Wangaratta (NHW), we value our employees. We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing staff with continuing education, research and professional development opportunities. This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity and Courage.**

Position Details:

Position Title:	Support Services – Afternoon Supervisor
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020, or its successor
Position Classification:	GN1
Who does this position report to:	Environmental Services Manager
Does this position manage or supervise others:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Workplace Location:	All NHW sites and locations
Primary purpose of the position:	The primary role of the Supervisor is to maintain a high standard of cleaning, Food Services, linen services and to assist with the delivery and service throughout the organisation and its annexes.
Position Description reviewed:	January 2022

Key Accountabilities:

1.	To oversee the timely delivery and support of cleaning, linen, waste services across all departments and units at Northeast Health Wangaratta
2.	Adjust workflows and arrange for staff replacement when staff on unplanned leave
3.	May be required to backfill unplanned leave
4.	Ensure all staff within function of responsibility are properly trained with the duties associated with activities
5.	Ensure staff follow safe operating procedures, policies and instructions and corrective actions are taken
6.	Trouble shoot and address any issues as they arise
7.	Monitor workflows and ensure teams remain on track for service delivery
8.	Facilitate daily team/scrums meetings
9.	To ensure a clean, safe and hygienic environment is maintained to the required level at all times as per the Victorian Cleaning Standards for Public Hospitals
10.	Provide team support to other ward areas dependant of activity to ensure that required cleaning standard are achieved in a timely manner
11.	Maintain all relevant documentation as required and determined by the area of work
12.	To relieve the Environmental Services Team Leader during scheduled leave and absence as required

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13.	To perform cleaning services within the ward area specific to (but not limited to) – Final Cleans (discharge, infectious cleaning, as examples) to support bed cleaning and making, bathroom cleaning, utility room cleaning, vinyl and soft floor maintenance, waste collection, patient mattress maintenance and cleaning; as examples – this is known as 'dirty cleaning'. All cleaning performed to the required standard of cleaning as per the Victorian Cleaning Standards for Public Hospitals
14.	To ensure that all linen stock in all wards is maintained and adequate in relation to the requirements of specific ward areas
15.	Participate in the development of a safe and healthy workplace
16.	Other tasks as directed

Key Relationships:

Internal	External
1. Environmental Services Team	1. Patients and Visitors
2. All NHW Workforce	2. Residents

Essential Key Selection Criteria:

1.	Demonstrated ability to lead a team, including well developed people management skills and communication
2.	Experience in cleaning methods and processes within the health industry
3.	Demonstrated knowledge of linen and waste processes within the health sector
4.	Demonstrated understanding of OH&S, EEO and infection control principals
5.	Ability and availability to work all the shifts on the rotating 24 hour per day, 7 days per week roster as required
6.	Adhere to the NHW confidentiality policy

Desirable Key Selection Criteria:

7.	Experience within the Health Industry, in a supervisory role
8.	Experience with Rosteron, or similar rostering programs
9.	Relevant cleaning experience

In addition to the above, all staff must have an remain current for continued employment, the following:

1.	Covid-19 Vaccination
2.	Current Class C Driver's Licence
3.	A current National Police Check (renewed every 3 years)
4.	A current Employer Working with Children Check (renewed every 5 years)

Immunisation:

It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category A. Covid-19 Vaccination and yearly Flu Vaccination are required.

Diversity:

We encourage you to bring your 'whole self to work'. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are on board with our journey, you will show respect, understanding and kindness to other regardless of ethnicity, sexuality, identity or any other protected attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.

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Mandatory Training:

It is a condition of appointment that all employees complete Mandatory Training and Clinical Competencies as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.

Performance & Accountability:

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation.

Quality and Risk Management:

In order to help ensure continued employee, patient safety and quality of care:

- Understanding individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines at NHW
- Comply with requirements of the National Safety and Quality Health Service Standards, Aged Care Quality Standards and other relevant standards, regulations and legislative requirements.
- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Maintain a safe working environment at all times
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and our workforce

Staff are required to abide by the Code of Conduct for NHW.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- Reporting through the incident management system any near misses or incidents as they occur
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

Policies & Procedures:

Whilst the policies and procedures do not form part of your employment contract it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your employment.

Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NHW. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

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Declaration:

As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the NHW Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name:

Signature:

Date:

POSITION DESCRIPTION – Jobs Demands Checklist

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The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Position:	Support Services – Afternoon Supervisor
Department / Unit:	Environmental Services
Workplace Location:	All NHW Sites and Locations

Frequency Definitions:

I Infrequent - intermittent activity exists for a short time on a very infrequent basis	C Constant - activity exists for more than 2/3 or the time when performing the job
O Occasional - activity exists up to 1/3 of the time when performing the job	R Repetitive - activity involved repetitive movements
F Frequent - activity exists between 1/3 and 2/3 of the time when performing the job	N Not Applicable - activity is not required to perform the job

Demands	Description	Frequency					
		I	O	F	C	R	N
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks			X			
Standing	Remaining standing without moving about to perform tasks			X			
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes			X			
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes						X
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks		X				
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks		X				
Kneeling	Remaining in a kneeling posture to perform tasks	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks		X				
Leg / Foot Movement	Use of leg and / or foot to operate machinery	X					
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)	X					
	Moderate lifting and carrying (10 – 15 kg)	X					
	Heavy lifting and carrying (16 kg and above)						X
Reaching	Arms fully extended forward or raised above shoulder			X			
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body			X			
Head / Neck Postures	Holding head in a position other than neutral (facing forward)			X			
Hand & Arm Movements	Repetitive movements of hands and arms			X			
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands			X			
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work	X					

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Driving	Operating any motor powered vehicle	X						
Sensory Demands:								
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc				X			
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries		X					
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals	X						
Taste	Use of taste is an integral part of work performance, eg: Food preparation							X
Touch	Use of touch is an integral part of work performance		X					
Psychosocial Demands:								
Distressed People	Eg: Emergency or grief situations.		X					
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X					
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X					
Environmental Demands:								
Dust	Exposure to atmospheric dust.	X						
Gases	Working with explosive or flammable gases requiring precautionary measures.							X
Fumes	Exposure to noxious or toxic fumes.	X						
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.		X					
Hazardous Substances	Eg: Dry chemicals, glues.							X
Noise	Environmental / background noise necessitates people raise their voice to be heard.							
Inadequate Lighting	Risk of trips, falls or eyestrain.	X						
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X						
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.			X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.					X		
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.					X		
The area below is for any special comments or notes on significant physical or other demands required to perform this job:								
Nil								