

POSITION DESCRIPTION


Hotel Services Manager BHACC



Health
Illawarra Shoalhaven
Local Health District

PROPOSED PD

DT22/

Our CORE Values	Collaboration Openness Respect Empowerment	
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Number		
Cost Centre	174012	
Position Classification	Health Mgr Lvl 1	
State Award	Health Managers (State) Award	
Reporting to	<i>Facility Support Manager</i>	
Does this role manage or supervise others?	Yes <i>Hotel Services</i> <i>Wardspersons</i> <i>HASA Staff</i> <i>Stores, Deliveries</i> <i>Linen Officer</i> <i>Security Staff</i>	
Vaccination Category	A+	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters **with spaces**)

The Hotel Service Manager is responsible for the day-to-day management of the Facility Support Departments at Shellharbour Hospital. This role provides leadership and direction, ensuring the delivery of efficient and effective support services across the facility.

KEY ACCOUNTABILITIES (max 3,800 characters **with spaces**)

- Responsible for the efficient and effective allocation of resources for Facility Support Departments
- Oversee and provide leadership to the Facility Support Departments to achieve high standards of operational performance and service delivery.
- Foster a customer service culture in all Facility Support Staff, ensuring the provision of highly professional services to patients and hospital staff.
- Manage all matters of workforce management including workload allocation, rostering, payroll, training, recruitment, leave matters, and staff enquiries.
- Manage staff performance, development, grievances and industrial issues in a professional and confidential manner and in consultation with Human Resource staff as required.
- Develop and review position descriptions, duty statements and work schedules to set guidelines and tasks to ensure a high standard service is provided.
- Manage staff injuries and illnesses in a professional and confidential manner and in consultation with

Injury Management staff as required.

- Accountable for departmental budgets for Facility Support Departments including involvement in annual budget development and the ongoing monitoring and control of expenditure in line with the delegations manual.
 - Develop strategies to maintain and reduce expenditure and identify savings and efficiency opportunities.
 - Provide operational advice and reports to the Facility Support Manager and other Executives in relation to the financial and service performance for areas of responsibility.
 - Prepare high quality correspondence, briefs and reports including researching and analysing information to ensure accuracy of information and advice.
 - Undertake procurement activities in accordance with the delegations manual and procurement guidelines.
 - Ensure the quality of goods and services supplied under contract comply with Ministry of Health standards and all purchases processed accordingly.
 - Maintain effective relationships to ensure priorities are met and services achieved.
 - Assist and liaise with other facilities within the ISLHD for support or advice as needed.
 - Attend and represent the Hospital or Health Service at relevant meetings, seminars, workshops and training.
 - Ensure compliance with ISLHD and NSW Health policy directives, procedures and guidelines and ensure all staff are familiar with and comply practices in the workplace.
 - Complete audits as required by policies.
 - Review and assist with the development of policies, procedures, standards and practices for the Hospital or Health Service.
 - Proactive participation in Accreditation, WHS and other relevant audits to ensure that the facility meets the staff and communities expectations.
- Development of and contribution to planning documents that support the operational requirements and strategic direction of the Facility Support Departments such as service reviews and operational business and continuity plans.
- Identify hazards and complete risk assessments in consultation with staff.
- Maintain documentation and information in accordance with NSW *State Records Act 1998*.
 - Other duties not inconsistent with the Award or terms of employment as may be reasonably, fairly or safely directed or implied.

SELECTION CRITERIA (max 8 selection criteria)

1. Relevant qualifications or working towards in business or health management or equivalent work experience.
2. Experience in managing support service functions with demonstrated capacity to direct all operational aspects based on strategic, business and financial plans.
3. Demonstrated experience with managing staff within a complex environment, such as workload allocation, rostering, payroll, development and supervision.
4. Effective communication and interpersonal skills with demonstrated ability to interact professionally and maintain effective working relationships with senior management, staff and other key stakeholders.
5. Experience in effectively managing staff performance using established performance management frameworks as well as identifying and appropriately managing unsatisfactory performance, managing industrial matters and staff grievances.
6. Demonstrated problem solving, negotiation and conflict management skills to ensure service levels and standards are achieved and maintained.
7. Strong time management and organisational skills with demonstrated ability to prioritise, be flexible and adapt work practices to suit circumstances that ensure service priorities are met and deadlines achieved.
8. Demonstrated proficiency in the use of computer systems with experience in Microsoft, rostering and pay systems.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Workforce Management

- Management of staff to ensure high quality services are maintained and compliance with policies is achieved.
- Attend to staff matters in a timely and confidential manner. .
- Ensure all decisions related to staffing matters are transparent, fair and equitable, and are based on evidence and merit.
- Manage staff grievances and industrial matters to achieve an agreeable and harmonious outcome for employees, managers and the organisation.

2. Problem Solving

- Manage competing priorities and high volumes of work in a fast paced environment within allocated resources.
- Exercise independent judgement and initiative to problem solve or manage issues.
- Escalate more complex and significant issues outside of their position description to the Facility Support Manager.
- Research and analyse information to provide accurate advice.

3. Quality Management

- Perform duties at a level consistent with best practice.
- Maintaining current knowledge of relevant policies and procedures.
- Ensure compliance with relevant policies, in particular the Environmental Cleaning Policy.
- Identify and recommend process improvements in relation to work flow and service delivery.
- Take responsibility for own learning and development by attending appropriate education and training sessions to maintain and improve knowledge and skills.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Facility Support Manager	Direct line manager, regular interaction in order to support key hospital initiatives, issues and performance. Provide and receive feedback; seek direction on operational/service issues. Develop opportunities and feedback in relation to duties carried out by staff.
Nurse Unit Managers / Dept Managers	Regular interaction regarding ward/department specific demands.
Facility Support Staff	Day to day interaction in order to support activities and allocation of workload as appropriate.

JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

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

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	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/slippy, indoors/outdoors, slopes	X					
	Running	Floor type: even/uneven/slippy, 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, steps, scaffolding						X
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg	X					
		Moderate lifting & carrying – 10 – 15kg						X
		Heavy lifting & carrying – 16kg 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 body						X
	Head/ Neck Postures	Holding head in a position other than neutral (facing forward)						X
	Hand & Arm Movements	Repetitive movements of hands & 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
	Driving	Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sight	Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				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		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Assisting ↓						
	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				
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	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 to raise their voice to be heard	X					
	Inadequate lighting Risk of trips, falls or eyestrain	X					
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight	X					
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						X
	Confined spaces Areas where only one egress (escape route) exists						X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground						X
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls						X
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks	X					
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases	X					