Domestic Services Supervisor

Corporate Services, Lismore Base Hospital

CLASSIFICATION	Administration Officer Level 5
STATE AWARD	Health Employees Administrative Staff (State) Award
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.
PRIMARY PURPOSE	Supporting the Domestic Services Manager with the supervision of staff and daily operations of the Lismore Base Hospital`s Domestic Services, staff and Stores Department 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.
KEY ACCOUNTABILITIES	• Supervise a multi-disciplinary 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. • Assist in the provision of an effective and efficient Domestic Services to the Lismore Base 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, utlising 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. • Assist and coordinate Staff Performance Appraisals, training requirements, and identified learning outcomes are completed within appropriate timeframes to ensure that all standards are met. • Assist in the prepare of reports as required on matters relevant to Domestic Services functions and Domestic Services staff, including monthly reports to executive on performance, quality activities, safety, personnel issues.
SELECTION CRITERIA	• Demonstrated substantial experience in health-related cleaning and/or Domestic Services related functions. • Demonstrated sound experience in supervising a large team of staff in a complex multi-disciplinary organisation, with a strong focus on customer services. • An understanding of contemporary Domestic Services and Stores management including financial, human resource and organisational management.

- Demonstrated computer skills /knowledge including word processing, spreadsheets and report writing with an ability to use and run reports.
- Effective oral and written communication, negotiation, interpersonal skills and the ability to communicate and work effectively with other staff.
- Valid unrestricted drivers' licence for use in NSW/Australia and willingness to travel in the course of employment.

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.

KEY RELATIONSHIPS

Who	Why
Manager	Receive direction, support consultation and supervision in relation to the delivery of quality service and operational leadership and management
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.
Teams	Provide supervision, and support to staff within the service/ unit/ facility in the provision of a quality service.

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.