

POSITION DESCRIPTION

NNSWLHD - General Admin Grade 3 - Domestic Services Team Leader



PRIMARY PURPOSE

Supervising and coordinating the operations of Domestic Services and staff to ensure effective, timely support to departments and wards.

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.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

ESSENTIAL REQUIREMENTS

NSW 1A Security Licence.

Valid NSW Employee Working With Children Check.

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.

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KEY ACCOUNTABILITIES

Supervise and coordinate the shift operations of Domestic Services and assignment of staff to duties to assist in ensuring that all duties throughout the facility are covered.

Undertake a range of services to support management to deliver clinical support services, including activities such as Health and Security, Ward, Cleaning, Waste Management, Stores, Mortuary, Linen, Seamstress and Pest Control services.

Maintain a system for ensuring cleaning standards are met, as per the NSW Health Environmental Cleaning Policy and Environmental Cleaning Standard Operating Procedures, at the completion of each shift and allocated tasks are completed in a timely manner.

Provide patient support to After Hours Nursing Supervisor to ensure support services are completed.

Respond to duress alarms/rapid response calls in capacity of Team Leader and/or provide support to the Hospital security service, including guarding, securing and/or protecting.

KEY CHALLENGES

- Ensuring adherence to environmental cleaning standards and related work procedures.
- Managing work priorities in a rapidly changing environment.
- Maintain a physically active routine.

KEY RELATIONSHIPS	
Who	Why
Domestic Services Manager/Assistant Manager	Receive direction, supervision, development opportunities and feedback in relation to the duties of this role and communicate achievements and challenges.
Domestic Services team	Collaborate with other members of the team to establish priorities, actively seek opportunities to provide support in ways consistent with the scope of this role, communicate with progress of duties and feedback on relevant matters.
Clinicians/Nursing and Midwifery Managers	Maintain the delivery of service, ensuring availability, collaborate on any issues that arise and ensure compliance of standards across all areas.

SELECTION CRITERIA

1. Experience in supervising and providing clinical support within a healthcare setting
2. Knowledge of, or ability to acquire knowledge of relevant legislation, NSW Health policies and standards
3. Ability to lead a multidisciplinary team of clinical support employees and work as an effective team member
4. Sound computer skills, including word processing, spreadsheets and email
5. Hold a NSW 1A Security Licence
6. Availability and capacity to participate in a 24 hour/seven day rotating roster which includes working all

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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

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- 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

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 Personal Attributes	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Technology	Intermediate
	Procurement and Contract Management	Foundational

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • 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 Think and Solve Problems	Foundational	<ul style="list-style-type: none"> • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • 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

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<p>respiratory pathogens/ hazardous materials</p> <p>Frequent</p>	<p>Frequent</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p>

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

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Frequent	Frequent
Smell - use of smell is an integral part of work performance (e.g. working with chemicals) Infrequent	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 Infrequent	

Psychosocial Demands	
Distressed People - e.g. emergency or grief situations Occasional	Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness Occasional
Unpredictable People - e.g. dementia, mental illness, head injuries	Restraining - involvement in physical containment of patients/clients

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Occasional	Occasional
Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies	
Infrequent	

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

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<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Occasional</p>
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