

# Position Description



Health  
South Western Sydney  
Local Health District

**OUR CORE VALUES**  
COLLABORATION OPENNESS RESPECT  
EMPOWERMENT

*Complete this Position Description template after reading the SWSLHD Guide to Writing a Position Description. Use the Guide for assistance on each section and examples of writing styles.*

**Note Details**

<b>Role Title</b>	Supervisor (General Services)
<b>Award</b>	Health Employees Administrative Staff (State) Award
<b>Is this a Multi-Disciplinary Role?</b>	No

**Award Classification(s) / Grade / Level**  
General Administrative Staff Grade 6

**Job Category** \*\* SWSLHD Recruitment Unit to Complete \*\*

**Job Classification** \*\* SWSLHD Recruitment Unit to Complete \*\*

**Specialties** \*\* SWSLHD Recruitment Unit to Complete \*\*

<b>StaffLink Position Number:</b>	
<b>Cost Centre Number:</b>	497017
<b>Does this role manage or supervise others?</b>	Yes

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## Primary Purpose of Role

The General Services Team Manager is responsible for managing a team of Hospital Assistants and Linen Officers to achieve efficient and effective service delivery outcomes in linen, cleaning and waste management.

## Key Accountabilities

- Provide supervision of linen, cleaning and waste management employees.
- Assist with administrative activities including; maintaining records, coordinating purchasing and assisting with managing staff rosters.
- Implement and maintain ongoing employee training and development programs.
- Assist with recruitment activities including; interviewing, maintaining and reviewing the orientation program, induction and training.
- Develops strong customer centric relationships with department managers to ensure the effective service delivery outcomes in linen, cleaning and waste management.
- Conduct regular performance discussions with employees to provide feedback and coaching focused on developing skills and knowledge.
- Manage and develop changes in policy and procedures for the service to meet its stated objectives or in any other respect to carry out its activities more efficiently.
- Undertake regular quality audits to ensure that the CEC standards are being achieved.
- Implement and maintain systems that ensure all equipment is routinely monitored to ensure equipment is in working order and defective equipment is withdrawn from service.
- Liaise with department managers to ensure service delivery outcomes of external cleaning contracts are achieved.
- Assist with the development and implementation of process improvement initiatives as instructed by the General Services Manager.

## Key Challenges

1. Working in a demanding, diverse and busy environment with complex and competing priorities and deadlines
2. Supporting the management of change initiatives in an environment of competing demands and financial constraints.

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## Key Relationships

<i>Who</i>	<i>Why?</i>
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## Internal Relationships

1	<b>General Services Manager</b>	Direct report to this position and is an integral member of the team in the management of General Services and contributes to implementation of all relevant services.
2	<b>Service Managers</b>	Works in partnership with all managers in ensuring service scopes are understood and delivered.
3	<b>Employees</b>	Provides guidance, direction and support to all staff.

## Does this role routinely interact with external Stakeholders? Yes

1	<b>Patients</b>	Participates in Patient Leader Rounding and response to patient queries
2	<b>Contractors</b>	To ensure service delivery outcomes of external cleaning contracts are achieved.

## Essential Requirements

Nil

## Selection Criteria

- Demonstrated experience in training and developing employees' knowledge and skills related to policies, procedures and standards.
- Demonstrated experience managing a team to achieve key performance indicators.
- Demonstrated ability to identify and implement process improvement initiatives.
- Demonstrated high level communication skills including well developed writing skills, interpersonal and liaison skills, as well as the ability to problem solve, negotiate and use discretion.
- Proven advanced proficiency in using PC based software including Microsoft office suite and network based applications..
- Ability to work a 7-day rotating roster with varying shift times.
- Demonstrated organisational and time management skills, with the ability to work under pressure to meet tight timeframes and manage competing demands.

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<b>Job Demand Checklist</b>	
<b>Job Demand Frequency Key:</b>	
I = Infrequent (Intermittent activity exists for a short time on a very infrequent basis)	
O = Occasional (activity exists up to 1/3 of the time when performing the job)	
F = Frequent (activity exists between 1/3 and 2/3 of the time when performing the job)	
C = Constant (activity exists for more than 2/3 of the time when performing the job)	
R = Repetitive (activity involved repetitive movements)	
N = Not Applicable (activity is not required to perform the job)	
<b>Physical Demands</b>	
<b>Sitting - remaining in a seated position to perform tasks</b>	I
<b>Standing - remaining standing without moving about to perform tasks</b>	F
<b>Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes</b>	F
<b>Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes</b>	N
<b>Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks</b>	O
<b>Trunk Twisting - Turning from the waist while sitting or standing to perform tasks</b>	O
<b>Kneeling - remaining in a kneeling posture to perform tasks</b>	O
<b>Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks</b>	I
<b>Leg / Foot Movement - Use of leg and / or foot to operate machinery</b>	O
<b>Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps</b>	F
<b>Lifting / Carrying - Light lifting &amp; carrying: 0 - 9 kg</b>	F
<b>Lifting / Carrying - Moderate lifting &amp; carrying: 10 - 15 kg</b>	O
<b>Lifting / Carrying - Heavy lifting &amp; carrying: 16kg &amp; above</b>	I
<b>Reaching - Arms fully extended forward or raised above shoulder</b>	I
<b>Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body</b>	I
<b>Head / Neck Postures - Holding head in a position other than neutral (facing forward)</b>	I
<b>Hand &amp; Arm Movements - Repetitive movements of hands and arms</b>	R



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Grasping / Fine Manipulation - Gripping, holding, clasping or fingers or hands

## Job Demand Checklist (Continued)

<b>Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work</b>	I
<b>Driving - Operating any motor powered vehicle</b>	O
<b>Sensory Demands</b>	
<b>Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens</b>	R
<b>Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries</b>	R
<b>Smell - Use of smell is an integral part of work performance e.g. Working with chemicals</b>	N
<b>Taste - Use of taste is an integral part of work performance e.g. Food preparation</b>	N
<b>Touch - Use of touch is an integral part of work performance</b>	I
<b>Psychosocial Demands</b>	
<b>Distressed People - e.g. Emergency or grief situations</b>	O
<b>Aggressive &amp; Uncooperative People - e.g. drug / alcohol, dementia, mental illness</b>	O
<b>Unpredictable People - e.g. Dementia, mental illness, head injuries</b>	O
<b>Restraining - involvement in physical containment of patients / clients</b>	N
<b>Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies</b>	N
<b>Environmental Demands</b>	
<b>Dust - Exposure to atmospheric dust</b>	O
<b>Gases - Working with explosive or flammable gases requiring precautionary measures</b>	N
<b>Fumes - Exposure to noxious or toxic fumes</b>	N
<b>Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</b>	C
<b>Hazardous substances - e.g. Dry chemicals, glues</b>	C
<b>Noise - Environmental / background noise necessitates people raise their voice to be heard</b>	O
<b>Inadequate Lighting - Risk of trips, falls or eyestrain</b>	O
<b>Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight</b>	N

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<b>Jobs Demand Checklist (Continued)</b>	
<b>Environmental Demands (Continued)</b>	
<b>Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C</b>	I
<b>Confined Spaces - areas where only one egress (escape route) exists</b>	I
<b>Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground</b>	C
<b>Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls</b>	I
<b>Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks</b>	N
<b>Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases</b>	C

**Created By:** Rod O'Donnell

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**Approved By:** \_\_\_\_\_

**Title:** \_\_\_\_\_