

## Royal North Shore Hospital: Draft PD Support Services Officer for Consultation

Dear Member,

Many of our members will be aware that the duties and functions of Support Services Office at Royal North Shore Hospital have been debated and discussed ever since HealthShare NSW took over the operation of Corporate Services.

After much effort, the HSU has finally been provided with a draft position description (PD) for the role of Support Services Officer at Royal North Shore. We are now seeking feedback, comments or concerns from affected members.

Feedback is open until Friday 8 June and can be provided to your HSU Organiser Brendan Roberts via email [brendan.roberts@hsu.asn.au](mailto:brendan.roberts@hsu.asn.au). Members are also encouraged to attend the HSU meeting as below:

**When:** Monday 4 June  
**Where:** RNSH, meeting room 5DE  
**Time:** 12 noon

After collecting your feedback, the HSU will arrange a meeting with HealthShare at RNSH to discuss your concerns. If you are interested in attending these meetings as a member representative, please send an email to [brendan.roberts@hsu.asn.au](mailto:brendan.roberts@hsu.asn.au).

In unity,



Gerard Hayes  
Secretary, HSU NSW/ACT/QLD

## Position Description

### Position Details

**Position Title:** Support Services Officer  
**Department:** Environmental Services  
**Reports to:** Shift Supervisor  
**Roles reporting to:** Nil

**Classification:** Support Services Officer  
**Award:** Health Employee's (State) Award  
**Employment Status:** Full Time/Part Time  
**Location:** Royal North Shore Hospital  
**Position Number (Stafflink):** 641384

### Primary Purpose of the position

The Support Services Officer role is an integral part of the Hospital as it provides assistance to nursing and other clinical staff in the care of patients related to activities of daily living, positioning of patients, transporting of patients, equipment and furniture, spot cleaning and other ward and department requirements.

### About HealthShare NSW

HealthShare NSW supports patient care across the NSW Health system through the management of support services, including services in the areas of food and linen; transactional services in the areas of employee services (payroll and recruitment), financial services, and warehousing and logistics; supply of disability services and equipment (as Enable NSW); and coordinating non-emergency patient transport services. Further information about HealthShare NSW is available at [www.healthshare.nsw.gov.au](http://www.healthshare.nsw.gov.au)

#### Our Vision

To be a trusted and valued partner enabling excellent healthcare in NSW. We are people helping people deliver excellent healthcare.

### Our Values

Our work is built on a foundation of trust and respect. We live the NSW Health CORE values of Collaboration, Openness, Respect and Empowerment.

### Key Accountabilities

The role and responsibilities are to be carried out in a manner that is consistent with the mission, values, customer promise, strategic priorities, performance goals, delegations, policies, procedures and operations systems of HealthShare, and in line with the NSW Health Code of Conduct and the Capabilities required to perform this role competently.

The accountabilities outlined below indicate the scope of the position. The incumbent may be asked to perform job-related tasks other than those specifically stated in this description.

## **Support Role**

- Maintain a hygienic, tidy and visually neat environment within allocated ward or department
- Cleaning a variety of department based equipment including over bed tables, bed pans, urinals, pan flushers (including inside), dishwashers, beds, trolleys, cubicles, shelving, benches, sinks, plastic-ware and other equipment as per cleaning schedule not covered by core cleaning staff
- Assist patients as directed by the clinical staff within the skill set of a Support Services Officer
- Perform planned and unplanned lift rounds
- Lift, roll, turn and otherwise mobilise heavy and/or difficult to manage inpatients using manual handling aids which are appropriate
- Transport deceased patients in a discrete caring manner and assist with preparation of deceased patient for viewing
- Strip, clean and re-make beds after patient discharge of non infectious patients and assist discharge cleaning team
- Stock shelves and cupboards with required items
- Spot cleaning of spills and areas as allocated
- General tidy of the ward or department

## **Patient and Equipment Tasks**

- Transport of patients, furniture and equipment within the ward, within the hospital and to and from the helipad as directed
- Transport blood samples to Pathology North and courier requests and specimens throughout the hospital
- Keep rooms and corridors clear of ward equipment
- Remove soiled bed curtains and replace as required on a rotational basis

## **Linen and Waste Management**

- Restock clean linen
- Remove bags of soiled linen to collection points and clean linen skip trolleys
- Remove waste in accordance with waste management policies and procedures including sharps containers

## **Customer Service**

- Providing and achieving a high level of customer service to patients, staff and others
- Maintain a high standard of dress and personal hygiene at all times
- Ensure communication is open and positive and provided in a timely manner

## **Safe Practice and Environment**

- Implement safety instructions and procedures
- Ensure the work place is safe at all times and escalate matters to supervisor
- Ensure safe work practices are followed to maintain safety in the workplace

## **Functional Activities**

- Comply and adhere to statutory requirements and the Directorate/facility/site/hospital and NSW policies, practices and procedures
- Comply with directives from the Manager or Supervisor
- Cooperate with other staff members to ensure that duty requirements and standard are being met and maintained
- Perform all reasonable tasks delegated within award provisions and in lines with your role and position.
- Maintain Patient and Staff Confidentiality

## **Key Challenges**

- To maintain a highly professional, performance based, innovative, responsive and accountable customer service culture.
- Ensure HealthShare NSW employees operate and engage in accordance with the NSW Health and HealthShare NSW values and the eHealth NSW customer promises (and the expected behaviours associated with those values and promises),
- To successfully manage relationships within HealthShare NSW and with customers, and exercise sound judgement and discretion in dealing with sensitive and contentious issues and when representing HealthShare NSW.

## Position Dimensions

### Staffing: Nil

Number of direct reports: Nil

Number of indirect reports (including contractors): Nil

### Expenditure: Nil

Budget (\$): Nil

Financial Delegation: Nil

## Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW, and in line with the NSW Health Code of Conduct. The following specific requirements should be noted:

### Qualifications

Relevant qualifications

### Vaccination

Category A

### Workplace Culture

Model the NSW Health CORE values and the HealthShare NSW values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

### Finance and Assets

Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records.

### Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, developing an understanding of the operational and risk management context, managing risk accordingly.

### Work Health and Safety

Workers have a positive duty to demonstrate commitment to safety. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with work health and safety legislation, policies, procedures and safety instructions.

### Workplace Diversity

Comply with and participate in the organisations workplace diversity policies and procedures.

### Training

Comply with and participate in the organisation's training programs and policies, including participation in mandatory training.

### Performance Review

A performance assessment will be conducted within three (3) months following commencement of employment.

At least every twelve (12) months, a performance review will be undertaken.

## Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) WHS responsibilities specific to the position. **This form is to be completed in consultation with the manager/supervisor of the position being recruited for.**

### Job Demands Frequency Key:

<b>I = Infrequent</b>	intermittent activity exists for a short time on a very infrequent basis
<b>O = Occasional</b>	activity exists up to 1/3 of the time when performing the job
<b>F = Frequent</b>	activity exists between 1/3 and 2/3 of the time when performing the job
<b>C = Constant</b>	activity exists for more than 2/3 of the time when performing the job
<b>R = Repetitive</b>	activity involved repetitive movements
<b>N = Not Applicable</b>	activity is not required to perform the job
<b>Note: any entries not assigned a value will be automatically set to "N"</b>	

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
<b>Sitting</b> – remaining in a seated position to perform tasks		x				
<b>Standing</b> – remaining standing without moving about to perform tasks			x			
<b>Walking</b> – floor type: even/uneven/slippery, indoors/outdoors, slopes				X		
<b>Running</b> – floor type: even/uneven/slippery, indoors/outdoors, slopes						X
<b>Bend/Lean Forward from Waist</b> – forward bending from the waist to perform tasks		X				
<b>Trunk Twisting</b> – turning from the waist while sitting or standing to perform tasks		X				
<b>Kneeling</b> – remaining in a kneeling posture to perform tasks		X				
<b>Squatting/Crouching</b> – adopting a squatting or crouching posture to perform tasks	X					
<b>Leg/Foot Movement</b> – use of leg and/or foot to operate machinery						X
<b>Climbing (stairs/ladders)</b> – ascend/descend stairs, ladders, steps		X				
<b>Lifting/Carrying</b> – light lifting and carrying (0 to 9 kg)			X			
<b>Lifting/Carrying</b> – moderate lifting and carrying (10 to 15 kg)	X					
<b>Lifting/Carrying</b> – heavy lifting and carrying (16kg and above)						X
<b>Reaching</b> – arms fully extended forward or raised above shoulder		X				
<b>Pushing/Pulling/Restraining</b> – using force to hold/restrain or move objects toward or away from the body		X				
<b>Head/Neck Postures</b> – holding head in a position other than neutral (facing forward)	X					
<b>Hand and Arm Movements</b> – repetitive movements of hands and arms					X	
<b>Grasping/Fine Manipulation</b> – gripping, holding, clasping with fingers or hands			X			
<b>Work at Heights</b> – using ladders, footstools, scaffolding, or other objects to perform work	X					
<b>Driving/Riding</b> – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)						X

SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N
<b>Sight</b> – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
<b>Hearing</b> – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		
<b>Smell</b> – use of smell is an integral part of work performance (e.g. working with chemicals)			X			
<b>Taste</b> – use of taste is an integral part of work performance (e.g. food preparation)			X			
<b>Touch</b> – use of touch is an integral part of work performance				X		
PSYCHOSOCIAL DEMANDS - Description (comment)						
	FREQUENCY					
<b>Distressed People</b> – e.g. emergency or grief situations	X					
<b>Aggressive and Uncooperative People</b> – e.g. drug/alcohol, dementia, mental illness	X					
<b>Unpredictable People</b> – e.g. dementia, mental illness, head injuries	X					
<b>Restraining</b> – involvement in physical containment of patients/clients	X					
<b>Exposure to Distressing Situations</b> – e.g. child abuse, viewing dead/mutilated bodies	X					
ENVIRONMENTAL DEMANDS - Description (comment)						
	FREQUENCY					
<b>Dust</b> – exposure to atmospheric dust		X				
<b>Gases</b> – working with explosive or flammable gases requiring precautionary measures	X					
<b>Fumes</b> – exposure to noxious or toxic fumes		X				
<b>Liquids</b> – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	X					
<b>Hazardous Substances</b> – e.g. dry chemicals, glues	X					
<b>Noise</b> – environmental/background noise necessitates people raise their voice to be heard		X				
<b>Inadequate Lighting</b> – risk of trips, falls or eyestrain	X					
<b>Sunlight</b> – risk of sunburn exists from spending more than 10 minutes per day in sunlight						X
<b>Extreme Temperatures</b> – environmental temperatures are less than 15°C or more than 35°C	X					
<b>Confined Spaces</b> – areas where only one egress (escape route) exists	X					
<b>Slippery or Uneven Surfaces</b> - greasy or wet floor surfaces, ramps, uneven ground			X			
<b>Inadequate Housekeeping</b> - obstructions to walkways and work areas cause trips and falls	X					
<b>Working At Heights</b> – ladders/stepladders/scaffolding are required to perform tasks			X			
<b>Biological Hazards</b> – exposure to body fluids, bacteria, infectious diseases			X			

## Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist, and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

## Selection Criteria for the position

### Key Competencies/Qualifications

Experience in the operations of patient support services in a large complex organisation
Demonstrated manual handling competence. Understanding of the requirement relating to patient positioning and ability to assist nursing staff with patient activities and daily living
Strong ability to develop skills in the use of aids that assist with positioning and/or transporting of patients in relation to safe practices for this activity
Demonstrated ability to undertake cleaning duties or task related activities and spot cleaning which may include handling body fluids whilst carrying out normal ward support duties
Demonstrated ability to communicate effectively with basic skills in written and oral communication and demonstrate co-operation within a team environment
Demonstrated strong customer focus and responsiveness and caring towards patients and their significant others
Demonstrated high level of accuracy and attention to detail
Available to work shifts over 24 hour period and willingness to work across the campus and to be rotated through other wards and departments as necessary