



North Metropolitan Health Service
Job Description Form

HSS Registered

Support Services Manager
Health Salaried Officers Agreement: Level G8
Position Number: 602209
Patient Support Services
Graylands Hospital/North Metropolitan Health Service, Mental Health

Reporting Relationships

Executive Director Mental Public Health Ambulatory Care
 Position Number: 008226



Deputy Area Executive Director Area Mental Health Service
 Position Number: 601168



This Position



← Also reporting to this supervisor:

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Directly reporting to this position:		
Title	Classification	FTE
Catering Manager	HSO Level G5	1.0
Patient Support Services Supervisor	HSO Level G3	2.0
Administrative Assistant	HSO Level G3	1.0

Other positions under control:
<ul style="list-style-type: none"> • Patient Service Attendants • Patient Transport Drivers • Tradesperson Cook • Food Service Attendant

Prime Function / Key Responsibilities

This position manages the Patient Support Services Department including: planning, coordination, formulation and implementation of policies, setting objectives, reviewing methods, change management, staffing (including supervision of sub-departmental heads), assuming responsibility for operational costs and budgets, contract management and promotion of a patient-centred and team approach to service delivery.

Brief Summary of Duties (in order of importance)

1. Patient / Clients

- 1.1 Provides leadership in the management and supervision of Patient Support Services staff.
- 1.2 Provides leadership in the management and supervision of Catering Services staff, to provide patient and staff meals, as well as catering for special functions.
- 1.3 Ensures compliance with infection prevention and control principals in relation to cleaning and waste control.
- 1.4 Provides linen services to the hospital.
- 1.5 Promotes a patient-centred approach to service delivery.

2. Support Services Team

- 2.1 Directs and manages the performance of Patient Support Services staff.
- 2.2 Promotes a team-based and harmonious environment by utilising a consultative management approach.
- 2.3 Coordinates staff training.

3. Support Services Business

- 3.1 Directs and administratively controls the Support Services Department, including the planning, coordination, formulation and implementation of policies, setting objectives, reviewing methods, change management, staffing, assuming responsibility for operational costs and budgets and contact management.
- 3.2 Promotes best practice of all areas of responsibility and undertakes work studies to establish, review and improve performance.
- 3.3 Monitors quality systems across Support Services. Develops and implements auditing process in accordance with Australian standards.
- 3.4 Provides corporate advice in relation to all Support Services matters, including planning, policies, legislative and regulatory requirements and strategic planning.
- 3.5 Maintains, promotes and develops knowledge and techniques in the provision of support services and represents the organisation in those matters.
- 3.6 Manages the interface between the Health Service, Health Support Services and Department of Treasury and Finance on Support Services contracts and manages contractor performance to service standards.

4. NMHS Governance, Safety and Quality Requirements

- 4.1 Ensures, as far as practicable, the provision of a safe work environment in consultation with staff under their supervision.
- 4.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 4.3 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.4 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.5 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated extensive experience relevant to the management and operation of Support Services in the health industry.
2. Demonstrated ability and experience in the successful facilitation of organisational change.
3. Demonstrated knowledge and understanding of the principals and application of Hazard Analysis and Critical Control Point (HACCP), food safety programs, food hygiene regulations and legal requirements for due diligence.
4. Demonstrated analytical, problem solving and management skills.
5. Demonstrated knowledge, understanding and ability to effectively manage human, financial and physical resources in the delivery of a range of complex services.
6. Current "C" or "C.A." class driver's licence.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Experience in the design and/or delivery of staff education and training.
2. Experience in health industry and knowledge of current health issues.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Evidence of a current "C" or "C.A." class driver's licence.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor	Dept./Division Head	Position Occupant
Name:	Name:	Name:
Signature/HE:	Signature/HE:	Signature/HE:
Date:	Date:	Date:

Created on: July 2018
Last Updated: July 2018
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