

Patient Support Services Supervisor | Level G3 | 003752



Government of **Western Australia**
North Metropolitan Health Service

North Metropolitan Health Service Job Description Form

HSS Registered

Patient Support Services Supervisor

Health Salaried Officers Agreement: Level G3

Position Number: 00003752

Patient Support Services / Corporate Nursing Services

Sir Charles Gairdner Hospital / North Metropolitan Health Service

Reporting Relationships

Manager GSS – HSA & Patient Transport Services
HSO G7
Position Number: 000263



Assistant Manager GSS – HSA
HSO G4
Position Number: 004615



This Position



Also reporting to this supervisor:

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Directly reporting to this position:

Title	Classification	FTE
HSA/Cleaners	HSW 1 / 2 & HSW 3 / 4	180 max

Other positions under control

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Prime Function / Key Responsibilities

Lead, supervise, train, mentor, coach and develop support staff to ensure that a safe, timely and quality customer service is achieved and organisational goals, policies and procedures are met. Coordinate service activities and monitor and address staff performance to ensure that staff perform their duties safely and to the required standard.

Brief Summary of Duties (in order of importance)

1. Provide leadership and supervise staff

- 1.1 Promote a positive and supportive workplace through effective leadership.
- 1.2 Monitor compliance with organisational goals, relevant EEO legislation and hospital policies.
- 1.3 Address noncompliance and/or staff poor performance; and document and escalate/report as required.
- 1.4 Escalate incidences of possible misconduct to the manager immediately.
- 1.5 Undertake and document annual performance development discussions with staff; provide mentoring and support; gauge staff satisfaction and identify staff learning and developmental needs.
- 1.6 Provide support to the manager in the recruitment and selection of staff including the provision of objective referee reports for staff.

2. Coordinate service activities

- 2.1 Use computer based applications to communicate with customers and staff, allocate staff and resources and to audit effectiveness of services to provide opportunities for quality improvement.
- 2.2 Establish and distribute workload equitably according to priorities and in accordance with the skills and experience of available staff.
- 2.3 Ensure staffing levels are met in accordance with authorised FTE.
- 2.4 Coordinate and assign staff in emergency situations.

3. Provide a safe working environment for staff, patients and visitors in accordance with relevant legislation and maintaining a duty of care

- 3.1 Ensure relevant and practicable occupational safety and health practices and standards are implemented and maintained.
- 3.2 Monitor and manage own and staff performance in relation to OSH standards and ensure the principles of "Duty of Care" are met.
- 3.3 Support and encourage staff to report incidents and hazards and investigate incidents and hazards taking steps to mitigate / minimise the risk of staff injury.
- 3.4 Escalate any incidences of staff / customer injury to the manager immediately.
- 3.5 Encourage and support staff to report and remove from service faulty/unsafe equipment. Mitigate the risk of injury by replacing faulty equipment immediately.
- 3.6 Undertake cleaning audits as required and as per schedule; analyse data and download information into database as required. Address/document/escalate noncompliance immediately.

4. Exceed customer expectations

- 4.1 Apply continuous quality improvement principles including systematically evaluating patient customer needs through effective liaison, observation and patient / customer surveys.
- 4.2 Participate in QI activities and provide written reports as required.
- 4.3 Investigate, document and escalate/report patient / customer complaints/service problems participating in resolution as required.
- 4.4 Conduct audits to ensure service KPIs are met and patient/customer satisfaction is assured and standards improved.

5. Train and mentor staff

- 5.1 Arrange for staff and/or mentors to be released for training and organise relief for off the job training as required.
- 5.2 Perform existing and new staff orientation and training as required.
- 5.3 Monitor staff mandatory training schedules and assist staff to complete mandatory training according to agreed KPI's completing relevant documentation.

6. Maintain administrative records

- 6.1 Monitor staff timekeeping and attendance using the relevant data base and update administrative records as required.
- 6.2 Arrange appropriate relief for unplanned staff leave as required.
- 6.3 Maintain information on the roster relating to staff leave (planned and unplanned) and changes in staff allocation.
- 6.4 Report on staff training undertaken and maintain staff training data bases.

7. Strategic planning and budgetary control:

- 7.1 Participate in the formulation and implementation of strategic and departmental plans, objectives, policies and procedures.
- 7.2 Be aware of and ensure day to day staffing levels / FTE do not exceed authorised FTE; escalate any change in requirements to the manager immediately.
- 7.3 Ensure effective use of equipment and consumables to control costs.
- 7.4 Discuss any strategies for improvement with the manager as required.

8. NMHS Governance, Safety and Quality Requirements

- 8.1 Ensures, as far as practicable, the provision of a safe work environment in consultation with staff under their supervision.
- 8.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 8.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 8.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 8.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 8.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

9. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated relevant experience in the effective supervision of a large number of staff providing customer/patient services in a large organisation.
2. Demonstrated ability to effectively coordinate, supervise, train, mentor and coach staff within budget and to achieve agreed KPIs.
3. Demonstrated technical expertise in the use of computerised task allocation, audit and communication systems to operate and monitor services successfully in order to reach agreed KPIs.
4. Demonstrated effective communication, interpersonal and conflict resolution skills.
5. Developed leadership and analytical, planning and time management skills relevant to the role.
6. Commitment to the provision of a customer focussed service through knowledge and understanding of continuous quality improvement principles and their practical application.
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. Certificate IV in Workplace Assessment and Training or Front-Line Business Management or equivalent.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- 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

Name: Sharron Pratt
Signature/HE:HE45864
Date: 18th July 2017

Dept./Division Head

Name: Linda Davies
Signature:HE04099
Date: 18th July 2017

Position Occupant

Name:
Signature:
Date: