



**HSS Registered**

**Patient Support Services Supervisor**

**Health Salaried Officers Agreement: Level G4**

**Position Number: 106689**

**Patient Support Services**

**Royal Perth Hospital /East Metropolitan Health Service**

**Reporting Relationships**

Manager Patient Support Services (RPBG)  
HSO Level G9  
Position Number: 106692



Assistant Manager Patient Support Services  
HSO Level G7  
Position Number: 106079



**This Position**



Directly reporting to this position:

<b>Title</b>	<b>Classification</b>	<b>FTE</b>
Cleaners	HSW Level 1/2	101.8
Patient Care Assistants	HSW Level 3/4	158.4
Hygiene Orderlies	HSW Level 1/2	5.5
Storeroom PCA	HSW Level 6	3.0

Also reporting to this supervisor:  
Patient Appliance Centre & Mailroom Coordinator, HSO G3, 1.0 FTE  
Transport Coordinator, HSO G4, 1.0 FTE  
Administration Assistants, HSO G3, 7.2 FTE

**Key Responsibilities**

Provides supervision for the various occupational groups within Patient Support Services 24 Hour, 7 days per week. Particular emphasis is on customer service, team building and on-going training and development to enable the workforce to deliver first-class support service to service users across clinical and non-clinical areas.



## Brief Summary of Duties (in order of importance)

### 1. Supervision

- 1.1 Provides 24 hour - 7 days per week, day-to-day supervision and coordinates activities for staff within Patient Support Services.
- 1.2 Ensures that all assigned staff participates in and complete mandatory training requirements in accordance with Hospital policy.
- 1.3 Trains, or ensures training is undertaken for staff as appropriate in the following area;
  - Correct and safe use of equipment and machinery.
  - Chemical awareness.
  - Manual Handling Techniques.
  - Infection Control, including isolation cleaning.
  - Cleaning principles and associated Occupational Safety and Health issues.
- 1.4 Assists with the ongoing activities within Patient Support Services relating to Patient Care Assistants, Orderly, Cleaning and Transport Services, including:
  - Recruitment and selection.
  - Conditions of employment.
  - Rostering and leave management.
  - Grievance and harassment.
  - Performance management.
  - Discipline.
  - Conflict resolution.
  - Award interpretations.
- 1.5 Performs Quality Assurance Inspections in relation to Cleaning Audits as required.
- 1.6 Coordinates and may be required on occasion to conduct site specific inductions.
- 1.7 Orders related consumables as required.

### 2. Administration

- 2.1 Maintains rostering information systems for all staff within Patient Support Services.
- 2.2 Undertakes and operates of database management systems software to Hospital staff.
- 2.3 Takes responsibility for operating departmental systems software of the i.e. TopCat and CARPS database.
- 2.4 Utilises Human Resource Information Systems including RoStar and HRIS.
- 2.5 Utilises various computerised software including, but not limited to Microsoft Word, Excel and PowerPoint.
- 2.6 Liaises with Department Heads, Nurse Managers and external clients.
- 2.7 Participates in the preparation and implementation of Occupational Safety & Health, Injury Management and investigations for Patient Support Services staff.

### 3. EMHS Governance, Safety and Quality Requirements

- 3.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 3.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 3.3 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.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

### 4. Undertakes other duties as directed

## Work Related Requirements

### Essential Selection Criteria

1. Previous experience supervising and leading a diverse workforce in a large organisation.
2. Well-developed oral and written communication skills.
3. Well-developed interpersonal and negotiation skills.
4. Sound knowledge of PC based Microsoft applications such as Excel, Word, Outlook and PowerPoint.
5. Ability to prepare and coordinate complex rosters for large numbers of staff.
6. 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 qualifications in a relevant discipline – e.g. Cert IV in Training or Frontline Business Management.
2. Knowledge and experience of training and Quality Assurance principles.
3. Previous experience using Computerised Rostering and Human Resource Information Systems (preferably RoStar and Lattice).

### 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.

Bill Poposki		HE82960	31/3/2017
<b>Manager / Supervisor Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
Richard Jarvis		HE116398	31/3/2017
<b>Dept. / Division Head Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name	Signature or	HE Number	Date
Effective Date			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on	October 2018
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