



North Metropolitan Health Service  
**Job Description Form**

HSS Registered April 2019

**Patient Support Services Supervisor**

**Health Salaried Officers Agreement: Level G3**

**Position Number: 006056**

**Transport and Domestic Services**

**North Metropolitan Health Service – Mental Health**

**Reporting Relationships**

Deputy Area Executive Director, Mental Health  
 HSO Class 1  
 Position Number: 601168



Patient Support Services Manager  
 HSO Level G8  
 Position Number: 602209



**This Position**



Also reporting to this supervisor:

- Catering Coordinator  
 HSO Level G5, 1 FTE
- Patient Support Services  
 Administration & Supervisor  
 HSO Level G3, 1 FTE
- Patient Support Services  
 Supervisor  
 HSO Level G3, 1 FTE

Directly reporting to this position:

Title	Classification	FTE
Driver	HSW Level 6	6
Patient Service Assistant	HSW Level 3/4	56

Other positions under control

**Prime Function / Key Responsibilities**

Controls and coordinates the day-to-day activities of Domestic Patient Services, Linen Services and Transport Services as required. Supervise, train and mentor support staff and coordinate service activities ensuring that a safe, timely and quality customer service is maintained. Monitor staff performance to ensure that they perform their duties safely and to the required standard.

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

### 1. Supervise Staff

- 1.1 Monitor compliance with relevant EEO legislation and hospital policies and ensure that noncompliance and/or staff poor performance is addressed, documented and escalated/reported.
- 1.2 Investigate, document and escalate/report incidences of misconduct in collaboration with the manager.
- 1.3 Undertake annual performance development discussions with staff, gauge staff satisfaction and identify staff learning and developmental needs.
- 1.4 Investigate document and report incidents of poor performance of staff to the manager without delay.
- 1.5 Assist in the recruitment and selection of staff.

### 2. Coordinate Service Activities

- 2.1 Establish work load priorities based on staff available and urgency of service requirement.
- 2.2 Distribute workload according to priorities and the skills and experience of available staff.
- 2.3 Maintain adequate staffing levels through the provision of appropriately trained relief staff.
- 2.4 Coordinate and assign staff in emergency situations.
- 2.5 Coordinates, as required, the transportation of Patient and Staff to and from appointments, court appearances and transfers between hospital and units.
- 2.6 Provide cleaning evaluation for hospital in the Home clients and provide a cleaning service accordingly.

### 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 staff performance in relation to Occupational Safety and Health standards and advise staff of their responsibilities in relation to "Duty of Care".
- 3.3 Investigate, document and report/escalate staff accidents, incidents and hazards and take measures to prevent recurrence.
- 3.4 Ensure equipment is maintained and taken out of service and/or replaced if faulty/unsafe.
- 3.5 Undertake cleaning audits as per schedule analyse data and download information into database as required. Address noncompliance immediately.
- 3.6 Update job statements as required.

### 4. Meet Customer Expectations

- 4.1 Apply continuous quality improvement principles in systematically evaluating and meeting customer needs and provide written reports relating to QI activities.
- 4.2 Liaise with customers in relation to service needs/expectation and service provision.
- 4.3 Investigate, document, escalate/report and resolve customer complaints/service problems as required.
- 4.4 Conduct audits to ensure KPIs are met and patient/customer satisfaction is assured and standards improved.

### 5. Train And Mentor Staff

- 5.1 Roster staff and/or mentors for training and organise relief for off the job training as required.
- 5.2 Undertake staff orientation and training as required.
- 5.3 Monitor staff mandatory training schedules and ensure that staff undertake mandatory training as required and complete documentation.

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### **6. Maintain Administrative Records**

- 6.1 Assist in the preparation and maintenance of staff rosters.
- 6.2 Monitor staff timekeeping and attendance using the relevant data base and update the roster as required.
- 6.3 Arrange appropriate relief for unplanned staff leave as required.
- 6.4 Maintain information on the roster relating to staff leave (planned and unplanned) and changes in staff allocation.
- 6.5 Report on staff training undertaken and maintain staff training data bases.
- 6.6 Maintain staffs file notes and documentation reporting any noncompliance / issues to PSS Manager without delay.

### **7. Strategic Planning**

- 7.1 Participate in the formulation and implementation of strategic and departmental plans, objectives, policies and procedures.

### **8. NMHS Governance, Safety and Quality Requirements**

- 8.1 Ensures, as far as practicable, the provision of a safe working 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 supervisor.
- 8.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitation 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.
- 8.7 Promotes a harmonious working environment.

### **9. Undertake projects and other duties as directed.**

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## Work Related Requirements

### Essential Selection Criteria

1. Extensive experience supervising a domestic services department and demonstrated ability in the supervision of staff within a diverse service organization.
2. Knowledge of contemporary human resource management theory and practices and practical experience in staff recruitment and selection activities.
3. Well-developed planning, analytical and organisational skills.
4. Well-developed verbal and written communication and interpersonal skills and an ability to liaise effectively with a diverse range of people.
5. Computer literacy and experience in using office software e.g. Microsoft Excel and Word.
6. Ability to work with minimal supervision and as part of a multi-disciplinary team.
7. Knowledge and understanding of Quality Improvement principles and their practical application.
8. Current knowledge of legislative and regulatory requirements in the areas of Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment, people management and service delivery.

### Desirable Selection Criteria

1. Certificate III in Health Support Services or equivalent.
2. Experience in a health care facility, includes a forensic unit or similar.
3. Current "C" class driver's licence.

### 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:  
Signature/HE:  
Date:

### Dept./Division Head

Name:  
Signature/HE:  
Date:

### Position Occupant

Name:  
Signature/HE:  
Date:

Created on:  
Last updated on: April 2019  
HSS REGISTERED