



HSS REGISTERED

Patient Support Services Coordinator

Health Salaried Officers Agreement: Level G4

Position Number: 603152

Patient Support Services

Armadale Kalamunda Group / East Metropolitan Health Service (EMHS)

Reporting Relationships

Manager General Services
HSO Level G10
Position Number: 602933



Manager Patient Support Services
HSO Level G7
Position Number : 005193



This Position



Directly reporting to this position:

Title	Classification	FTE
• Patient Care Assistant	HSW Level 3/4	80.0 FTE
• Cleaners	HSW Level 2	28.0 FTE
• Orderlies	HSW Level 3/4	3.0 FTE



- Also reporting to this manager:
- Patient Care Assistant; HSW L4
 - Cleaner; HSW L2
 - Linen Room Attendants; HSW L2
 - Orderlies; HSW L4
 - Catering

Key Responsibilities

Provides supervision for the various occupational groups within Patient Support Services. 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.



EMHS Vision and Values

Our Vision

*Healthy people, amazing care.
Koorda moort, moorditj kwabadak.*

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

Brief Summary of Duties (in order of importance)

1. Supervision

- 1.1 Provides 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 areas:
 - Correct and safe use of equipment and machinery;
 - Chemical awareness;
 - Manual Handling Techniques;
 - Infection Control, including isolation cleaning; and
 - 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; and
 - Award interpretations
- 1.5 Performs Quality Assurance Inspections in relation to Cleaning Audits as required.
- 1.6 Coordinates and may be required on occasion.
- 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 Utilises Human Resource Information Systems including RoStar and HRIS.
- 2.4 Utilises various computerised software including, but not limited to Microsoft Word, Excel and PowerPoint.
- 2.5 Liaises with Department Heads, Nurse Managers and external clients.
- 2.6 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 Actively participates in the Peak Performance program.
- 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 Adheres to the performance framework for procurement and contract management and oversees and promotes to other staff this process and function in accordance with EMHS Policy and the Delegations and Authorisations Schedule.
- 3.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.6 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

4. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated 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.

..... Manager / Supervisor Name Signature	or HE Number Date
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..... Dept. / Division Head Name Signature	or HE Number Date
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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 January 2018	Last Updated on June 2019
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