



## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

<b>WA Country Health Service</b>		<b>Position No:</b>	<b>300039</b>
<b>Division:</b>	Pilbara	<b>Title:</b>	<b>Co-ordinator Hotel Services</b>
<b>Branch:</b>	Hedland Health Campus	<b>Classification:</b>	<b>HSO Level G-4</b>
<b>Section:</b>	Hotel Services	<b>Award/Agreement</b>	<b>Health Salaried Officers Agreement</b>

### Section 2 – POSITION RELATIONSHIPS

<b>Responsible To</b>	<table border="1"> <tr><td><b>Title:</b></td><td>Operations Manager – East Pilbara</td></tr> <tr><td><b>Classification:</b></td><td>HSO Level G-11</td></tr> <tr><td><b>Position No:</b></td><td>300332</td></tr> </table>	<b>Title:</b>	Operations Manager – East Pilbara	<b>Classification:</b>	HSO Level G-11	<b>Position No:</b>	300332	<p><b>OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:</b></p> <table border="1"> <tr><td><b>Title</b></td></tr> <tr><td>Health Information Manager Coordinator Patient Support Services</td></tr> </table>	<b>Title</b>	Health Information Manager Coordinator Patient Support Services
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<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>														
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### Section 3 – KEY RESPONSIBILITIES

In conjunction with the Coordinator Patient Support Services, responsible for the management of the Administrative, Financial & Human Resource aspects of the Hotel Services Department.



TITLE	Co-ordinator Hotel Services	POSITION NO	300039
		CLASSIFICATION	HSO Level G4



The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staffs work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

**OUR PURPOSE – What we are here to do**

WACHS improves country people's health and well-being through access to quality services and by supporting people to look after their own health.

**OUR STRATEGIC DIRECTIONS TO 2018**

1. Improving health the experience of care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

**OUR GUIDING PRINCIPLES**

Consumers first in all we do Safe, high quality services and information at all times Care closer to home where safe and viable. Evidence based services

Partnerships and collaboration

**OUR VALUES**

**Community** – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

**Compassion** – listening and caring with empathy, respect, courtesy and kindness.

**Quality** – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

**Integrity** – accountability, honesty and professional, ethical conduct in all that we do.

**Justice** – valuing diversity, achieving health equality, cultural respect and a fair share for all.

<p><b>WA Country Health Service</b>  <b>Pilbara</b></p> <hr/> <p><b>8 August 2018</b></p> <hr/> <p><b>REGISTERED</b></p>
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#### Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
<b>1.0</b>	<b>MANAGEMENT</b>	<b>D</b>	<b>40</b>
1.1	Manages Hotel Services Orderly, Laundry, and Catering Services, at Hedland Health Campus.		
1.2	Identifies and responds to customer needs and concerns, ensuring the requirements of customers are met. Develops and implements innovations and improvements to the Services and ensuring operations of Hotel Services are consistent with sound commercial practices.		
1.3	Assists in developing protocols, procedures, guidelines and monitors implementation to ensure that Hotel Services achieve outcomes directed to optimum patient care and customer satisfaction.		
1.4	Co-ordinates fortnightly rosters and annual leave for areas managed.		
1.5	Coordinates Hotel Services in conjunction with Patient Support Services Coordinator and oversees systems ensuring compliance with FMA, industrial agreements, operational instructions, policies and relevant guidelines.		
1.6	Leads quality initiatives and accreditation processes for areas of responsibility.		
1.7	Maintains a high level operational knowledge of Food Safety and Infection Control practices within a health setting.		
<b>2.0</b>	<b>HUMAN RESOURCES</b>	<b>D</b>	<b>30</b>
2.1	Ensures that staff is managed in accordance with the human resource management policy and procedures with established best practice, including compliance with OSH and EEO legislation.		
2.2	Ensures that staff are adequately trained and multi skilled		
2.3	Update Job Description Forms in consultation with the Business Manager.		
2.4	Co-ordinates and completes the selection of Hotel Services Staff and employment contracts.		
2.5	Provides performance management and training for staff under direct supervision.		
<b>3.0</b>	<b>PHYSICAL AND FINANCIAL</b>	<b>D</b>	<b>15</b>
3.1	In consultation with relevant personal prepares submissions for budgetary and equipment acquisition purposes		
3.2	Prepares and monitors the Hotel Services Budget for Salaries, equipment, goods & services and prepares and implements operational business plans for areas under direct control.		
3.3	Maintains an operational knowledge of all equipment used within the area of responsibility with the ability to provide training to staff.		
<b>4.0</b>	<b>OTHER</b>		
4.1	Active member of Occupational Health & Safety and Infection Control team	<b>D</b>	<b>15</b>
4.2	Involvement in emergency and security procedures and responses.		
4.3	Performs other duties within the limit of skills, competence and training as directed by the Business Manager.		
	The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.		



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**Section 5 – SELECTION CRITERIA**

**ESSENTIAL**

1. Proven ability to manage and supervise staff including the skills of performance management and recruitment.
2. Well-developed written and verbal communication skills including the ability to represent the health service.
3. Demonstrated negotiation, conflict resolution and leadership skills along with demonstrated initiative and the ability to manage change.
4. Sound Knowledge of Orderly, Cleaning, Catering and Laundry Operations including equipment and maintenance requirements.
5. Demonstrated ability to use computer software packages including MS Office.
6. Current Knowledge of Equal Opportunity Principles, Practices and Occupational Health and Safety Legislation and Disability Services Access and how they impact on employment and service delivery.
7. Current C Class Drivers Licence.

**DESIRABLE**

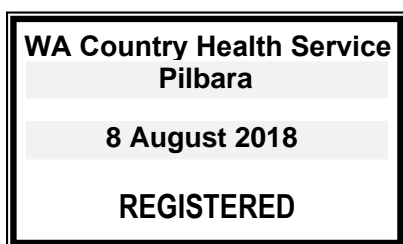
1. Understanding of the Public Sector Standards in Human Resource Management.
2. Awareness and application of quality and risk management principles.
3. Knowledge of the Australian & New Zealand Food Standards Code.
4. Knowledge of Rostering Systems.

**Section 6 – APPOINTMENT FACTORS**

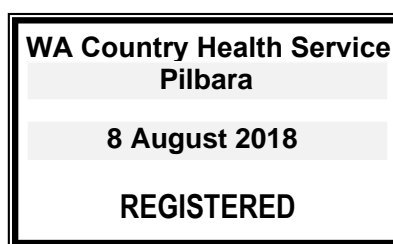
<b>Location</b>	South Hedland	<b>Accommodation</b>	As determined by the WA Country Health Service Policy
<b>Allowances/ Appointment Conditions</b>	District Allowance if applicable, Annual Travel Concession if applicable, One week additional Leave for above the 26 <sup>th</sup> parallel, Air conditioning subsidy if applicable. Appointment is subject to: <ul style="list-style-type: none"> <li>• Completion of a 100 point identification check</li> <li>• Successful Working With Children clearance</li> <li>• Successful Criminal Record Screening clearance</li> <li>• Successful Pre- Placement Health Screening clearance</li> <li>• Current C Class drivers licence</li> </ul>		
<b>Specialised equipment operated</b>			

**Section 7 – CERTIFICATION**

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



Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Operations Manager-East Pilbara**



Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Regional Director**

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

Name	Signature	Date Appointed	Date Signed

