



HSS Registered

Supervisor Patient Support Services

Health Salaried Officers Agreement: Level G4

Position Number: 601510

Patient Support Services

Royal Perth Hospital (EMHS)

Reporting Relationships

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



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



This Position



Directly reporting to this position:

Title	Classification	FTE
• 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. 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 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 ie 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
Manager / Supervisor Name	Signature or	HE Number	Date
Richard Jarvis		HE116398	31/3/2017
Dept. / Division Head Name	Signature or	HE Number	Date

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	July 2017
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