

POSITION DESCRIPTION

WNSWLHD - General Admin Staff Grade 6

challenge yourself make an impact shape the future

Western NSW is not your average Local Health District. We're a place where you can bring your purpose to life, fast track your career and broaden your scope through interesting and challenging work scenarios. We value autonomy and responsibility, and will always support you in an inclusive, collaborative and caring team environment. We strive for healthier rural people and thriving communities, bringing care closer to home through our virtual and integrated care services. With innovation at the heart of all roles, you'll be part of shaping the future of rural health. Sometimes it will be hard, other times demanding, but we promise it will always be extremely rewarding.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	General Admin Staff Gde 6
State Award	Health Employees General Administrative Staff (State) Award
Category	Patient Support Services General Admin
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

Management and coordination of Patient Support Services at Coonabarabran and Baradine Health Services ensuring an efficient and effective delivery of catering, cleaning, security, purchasing and staffing utilising a good skill mix that suitability is met for the best possible service delivery.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

KEY ACCOUNTABILITIES

- Facilitate and coordinate Patient Support Services ensuring adequate staff levels meeting mandated cleaning and food safety standards and tasks. Supervise delegated staff to ensure the completion of assigned tasks, responsibilities and projects, including work allocated through task management systems.
- Contribute to the health care needs and expectations of clients, clinicians, staff, and the community providing and maintaining a high level of standard in environmental services.
- Ensure LHD resources are used efficiently, minimising cost and wastage.
- Conduct regular environmental audits and ensure cleaning audit results are reported to District Manager as well as responsible staff.
- Oversee external contractors, including liaising with customers and the contractor for day to day issues and reconcile invoices against contracts and quote when submitted.
- Attend and contribute to meetings as directed by Manager.

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- Facilitate patient centred care by ensuring high standards of cleanliness and safety are delivered.
- Understand and apply the principals of confidentiality and privacy.
- Maintain compliance with chemical safety requirements and safe work practices relevant to the service.
- Maintain standards of hygiene and cleaning, ensuring policy and procedures are maintained and infection control procedures are strictly adhered to.
- Knowledge and compliance with emergency management procedures, standard operating procedures and safe effective waste management.

KEY CHALLENGES

- Assist in leading cultural change necessary to improve service delivery including actively supporting and facilitating the introduction of new equipment or systems.
- Assist district Manager to monitor KPIs and improve performance.
- Coordinate support service functions in conjunction with the service manager at site level, including prioritising requests and allocating tasks as appropriate.

KEY RELATIONSHIPS

Who	Why
Manager	Provide and receive feedback, supervision, direction, raise operational issues.
Patient support services team	Collaborate with team members to establish priorities, delegation, and supervise.
Clinicians and nursing Managers	Maintain the delivery of service, collaborate on any issues that arise and ensure compliance of standards across all areas.

SELECTION CRITERIA

1. Previous experience in commercial environmental/ food services or similar position.
2. Previous experience in managing people in a team environment.
3. Be willing to undertake training in WNSWLHD Environmental/ Food Standards and procedures.
4. Demonstrated ability to work independently with minimal direct supervision.
5. Ability to work effectively as a member of a team and take Directions from facility and district manager.
6. Ability to communicate orally and written effectively with others.
7. Current licence to drive in NSW with the ability to drive for work purposes.

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels. Consistent with this, all employees are:

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1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.
3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.
4. Vaccination Category A

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Job Demands for: WNSWLHD - General Admin Staff Grade 6

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials</p> <p>Frequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Not Applicable</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Not Applicable</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Not Applicable</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Not Applicable</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>
<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Not Applicable</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Not Applicable</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Not Applicable</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Not Applicable</p>

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<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Not Applicable</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Not Applicable</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Not Applicable</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Not Applicable</p>	

Sensory Demands

<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Not Applicable</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Not Applicable</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Not Applicable</p>	

Psychosocial Demands

<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>
<p>Exposure to Distressing Situations - e.g. child</p>	

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abuse, viewing dead/mutilated bodies	
Not Applicable	

Environmental Demands	
<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>
<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Not Applicable</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Not Applicable</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>