

POSITION DESCRIPTION

WNSWLHD - Support Services Supervisor - General Administration Staff Grade 4

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 4 |
| State Award | Health Employees General Administrative Staff (State) Award |
| Category | Patient Support Services General Admin |
| Website | https://wnswlhd.health.nsw.gov.au |

PRIMARY PURPOSE

The support services supervisor is responsible for the service delivery of Patient Support Services pertaining to all standards and legislative compliance.

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

- Responsible for Food Service operations, Food Safety Compliance and reporting, Environmental Services, Cleaning & Waste Management Compliance auditing and reporting, Laundering and Linen Services and supply for the facility.
- Minimise risks to self and patient through consistent adherence to safe manual handling principles and infection prevention and control guidelines in completion of all duties.
- Complete documentation and reports applicable to the role in an accurate, complete and timely manner to ensure adequate communication with other staff.
- Participate in quality programs as required to ensure ongoing improvement of services within the work area.

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KEY CHALLENGES

- Prioritising workload to achieve all tasks in a timely manner, in high volume work areas.
- Promote a harmonious team environment within a large diverse team of people with differing ideas, thoughts and opinions.

KEY RELATIONSHIPS

| Who | Why |
|------------------------|--|
| Management. | To keep informed of key priorities. |
| Support Service Staff. | To ensure all facets of service delivery are adhered to. |

SELECTION CRITERIA

1. Previous experience in commercial environmental/ food services or similar position.
2. Previous experience in managing people.
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.
6. 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:

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.

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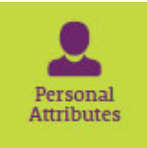




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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework | | |
|--|-------------------------------------|---------------------|
| Capability Group | Capability Name | Level |
|  | Display Resilience and Courage | Foundational |
| | Act with Integrity | Intermediate |
| | Manage Self | Adept |
| | Value Diversity and Inclusion | Foundational |
|  | Communicate Effectively | Intermediate |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Foundational |
| | Influence and Negotiate | Foundational |
|  | Deliver Results | Intermediate |
| | Plan and Prioritise | Foundational |
| | Think and Solve Problems | Foundational |
| | Demonstrate Accountability | Foundational |
|  | Finance | Foundational |
| | Technology | Foundational |
| | Procurement and Contract Management | Foundational |
| | Project Management | Foundational |
|  | Manage and Develop People | Foundational |
| | Inspire Direction and Purpose | Foundational |
| | Optimise Business Outcomes | Foundational |
| | Manage Reform and Change | Foundational |

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NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|--|
| Personal Attributes Act with Integrity | Intermediate | <ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to <input type="checkbox"/> comply with legislation, policies, guidelines and codes of conduct <input type="checkbox"/> • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so <input type="checkbox"/> |
| Personal Attributes Manage Self | Adept | <ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation • Keep up to date with relevant contemporary knowledge and practices <input type="checkbox"/> |
| Relationships Communicate Effectively | Intermediate | <ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions <input type="checkbox"/> • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly |
| Relationships Commit to Customer Service | Intermediate | <ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation <input type="checkbox"/> • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers <input type="checkbox"/> |

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NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|-----------------------------------|--------------|---|
| Results Deliver Results | Intermediate | <ul style="list-style-type: none">• Complete work tasks within set budgets, timeframes and standards• Take the initiative to progress and deliver own work and that of the <input type="checkbox"/> team or unit <input type="checkbox"/>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals <input type="checkbox"/>• Seek and apply specialist advice when required• Identify any barriers to achieving results and resolve these where possible <input type="checkbox"/>• Proactively change or adjust plans when needed <input type="checkbox"/> |

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Job Demands for: WNSWLHD - Support Services Supervisor - General Administration Staff Grade 4

| 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>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from</p> |

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

Sensory Demands

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

Psychosocial Demands

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| Distressed People - e.g. emergency or grief situations Not Applicable | Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness Not Applicable |
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| <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 abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p> | |

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>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> |

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Health
Western NSW
Local Health District

Not Applicable

Not Applicable

