DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Manager – House Services |
| **Position Number:** | 503514 |
| **Classification:** | General Stream Band 6 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals North / North West – Launceston General Hospital |
| **Position Type:** | Permanent, Full Time |
| **Location:** | North, North West |
| **Reports to:** | Director – Hospital Corporate and Support Services |
| **Effective Date:** | January 2022 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |
| **Desirable Requirements:** | Current Driver’s Licence |
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Note: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

### Primary Purpose:

Manage and direct the House Services Department (Communications, Medical Orderlies, Car Parking, Security Services and Environmental Services), which consists of waste management, cleaning, hospital security, switchboard, reception, staff accommodation, car parking, patient television services, hospital surplus equipment storage, linen services, Medical Orderlies, hospital access including staff identification badges, keys, building access, helipad operational oversight and ensuring compliance with infection control procedures.

Plan, manage and review applicable services to facilitate the effective, efficient, and cost-effective provision of House Services, including management of budgets and staffing.

Establish and maintain cooperative relationships with Launceston General Hospital (LGH) Managers and senior staff to ensure the provision of effective, high-quality services to patients, staff and the general public.

### Duties:

1. Manage and coordinate the operational and strategic activities of House Services.
2. Manage the human, financial and physical resources assigned to House Services and provide effective supervision and leadership to staff.
3. Identify and implement cost efficiencies through strategic planning and effective business planning, including performance development and quality improvement.
4. Develop and implement a strategic and business framework, manage resources and develop policies, systems and processes to ensure performance targets comply with agreed business plans.
5. Provide high level advice on policy and management issues impacting on the delivery of House Services.
6. Coordinate and/or undertake strategic projects related to the review and development of House Services.
7. Establish and maintain effective working relationships with LGH Managers and other senior staff.
8. Manage House Service contracts and ensure statutory obligations are met.
9. Provide high level specialised advice to other LGH departments relating to the services within the House Services portfolio.
10. Actively participate in and contribute to the organisation’s Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
11. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

### Key Accountabilities and Responsibilities:

The Manager - House Services operates with considerable independence, judgement and initiative, working under the broad direction of the Director - Hospital Corporate and Support Services. The occupant will:

* Provide leadership, guidance and mentoring to the senior staff of all the services within House Services.
* Maintain high standards of quality service, documentation accuracy, and timeliness of advice to clients.
* Ensure the provision of high-quality client-focused services, including project and contract management.
* Champion a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
* Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
* Comply at all times with policy and protocol requirements, including those relating to mandatory education, training, and assessment.

### Pre-employment Conditions:

*It is the Employee’s responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre‑employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

1. Demonstrated extensive knowledge and proven experience in front-line service management within a hospital environment.
2. Demonstrated experience in strategic and business planning processes for front-line services to support the strategic priorities of the organisation.
3. Demonstrated leadership and management skills with an ability to plan and prioritise complex and diverse activities.
4. Demonstrated high level communication, negotiation, and conflict resolution skills.
5. Demonstrated ability to apply continuous quality improvement principles that would assist with Hospital accreditation requirements.
6. Demonstrated comprehensive knowledge and understanding of Workplace Health and Safety particularly as it pertains to House Services.
7. Demonstrated ability and experience in the use of information management and technology systems, analysis of statistical data and preparation of reports.

### Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000.* The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](https://www.health.tas.gov.au/consumer-and-community-engagement-principles).