

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Director - Hospital Support Services
<b>Position Number:</b>	520026
<b>Classification:</b>	General Stream Band 8
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals South - Hospital Support Services
<b>Position Type:</b>	Permanent, Full Time
<b>Location:</b>	South
<b>Reports to:</b>	Chief Executive Hospitals South
<b>Effective Date:</b>	March 2021
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	Appropriate tertiary qualifications or high-level experience in an appropriate field such as hospital administration  Experience within an acute health service environment

*NB: 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:

The Director - Hospital Support Services is a senior management role responsible for the provision of effective leadership and management to achieve the objectives of Hospital Support Services including Communications, Environmental Services, Food Services and Medical Orderly & Security Services.

The occupant will:

- Play a key role in setting the strategic direction for support services which enhances the Hospitals South patient care capability, viability, and reputation as a leading health care organisation.
- Provide high quality and authoritative support and advice to the Chief Executive Hospitals South including managing and improving Agency processes, policies and procedures and the effective use of resources.

- Develop, implement, and monitor risk management systems that will build organisational capability to support the safe, efficient, and effective utilisation of resources and delivery of services.
- Lead and provide high level support for a range of change management activities throughout Hospitals South that improve existing services and change services for the future.

## Duties:

1. Provide strategic leadership and management of Hospitals South Communications (physical), Environmental Services, Food Services and Medical Orderly & Security Services including representing Hospital South as required at state, national forums and/or committees. Develop and implement key strategic frameworks, quality assurance, performance monitoring, reporting, policies, and processes to ensure that budget management, financial policy, business systems and operational administrative reforms meet the Agency's priorities and targets.
2. Develop and maintain collaborative working relationships with senior managers to facilitate, coordinate, improve, develop, and implement sound business practices for the benefit of patients and the organisation.
3. Oversee the development, integration and operation of contemporary management systems that will ensure the efficient and effective utilisation of physical, financial, and human resources within Hospital Support Services.
4. Provide high-level support and specialist advice to the Chief Executive Hospitals South on both strategic and operational matters including the development of the overarching strategic plan for Hospital Support Services across Hospitals South.
5. Prepare high level reports, complex submissions, and correspondence as part of the Hospitals South reporting framework for key projects and performance as required.
6. In consultation with internal and external stakeholders, plan and undertake service reconfiguration, support innovate use of technology and changes to the workplace to ensure services operate as best practice and meet the needs of the Agency, including ensuring processes, services and documentation support and meet National Safety and Quality Health Service (NSQHS) standards.
7. 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.
8. 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 Director - Hospital Support Services reports to, and receives only limited direction from, the Chief Executive Hospitals South and is required to operate autonomously and is expected to exercise considerable initiative and professional judgement across the spectrum of responsibilities.

The position exercises delegations in accordance with a wide range of Acts, Regulations, Awards, and administrative authorities mandated by statutory office holders including the Secretary of the Department.

This senior management role is a key member of Hospitals South and is responsible for the provision of high-level support, professional advice and recommendations to the Chief Executive Hospitals South and other senior managers of the Agency.

The occupant is accountable for ensuring:

- The development of, and maintaining effective relationships with, a broad range of stakeholders both internal and external and working collaboratively with key members of the Agency.
- Hospital Support Services financial, human, and physical resource management and service planning activities are managed.
- Key performance indicators are met regarding Hospital Support Services.
- Performance management and development systems, including performance management of direct reports are maintained.

As a senior manager of within Hospitals South, the Director will:

- Model appropriate standards and behaviours that are consistent with the Agency's values, mission, and code of conduct.
- Develop and implement strategies, systems and processes that will ensure the efficient utilisation of resources.
- Maintain a knowledge of best practice in management of support services in a large hospital.
- Facilitate and support the establishment and maintenance of a healthy and positive organisational climate.
- Ensure effective and regular communication occurs with staff about functional and other relevant organisational matters, ensuring that lines of communication upwards, downwards, and laterally are facilitated.
- Develop, implement, and manage quality and performance improvement activities.
- 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:

- I. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences

- d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. High level extensive experience in the management of a range of support services in a highly complex organisation.
2. High level ability to manage human, physical, and financial resources with management skills and experience in budget management and reporting and quality improvement along with the proven ability to apply contemporary management practices in a multidisciplinary environment.
3. Comprehensive knowledge and understanding of the current issues impacting on the health sector at industry and State level, with an understanding as it relates to support services within the broader health context.
4. Outstanding communication and interpersonal skills including the ability to initiate and facilitate effective organisational change at unit/local work level and develop and maintain effective working relationships with a range of stakeholders and interests.
5. Strong negotiation and conflict resolution skills with a demonstrated capacity to communicate, liaise and negotiate complex issues with a wide range of internal and external stakeholders.
6. Demonstrated high level strategic planning skills, conceptual, analytical, and creative skills, including demonstrated ability to understand the political, social, and organisational environment to identify relevant issues and to make sound judgements about strategies, directions, and priorities.

## 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](#).