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SA Health Job Pack

Job Title	Services Supervisor
Eligibility	Open to Everyone
Job Number	865260
Applications Closing Date	10/5/2024
Region / Division	Barossa Hills Fleurieu Local Health Network
Health Service	Gumeracha and Mt Pleasant Hospital
Location	Gumeracha/Mt Pleasant
Classification	OPS3
Job Status	Permanent Part Time position working 30 hours per week
Salary	\$66,590 - \$70,968 p.a. (Pro-rata)

Contact Details

Full name	Damien Obst
Phone number	0403041466
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Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Check (WWCC) - **DHS**
- ☐ National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- ☒ Unsupervised contact with Vulnerable groups- **NPC**
- ☐ Unsupervised contact with Aged Care Sector- **DHS**
- ☐ No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category B (indirect contact with blood or body substances)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants

ROLE DESCRIPTION

Role Title	Services Supervisor
Classification Code	Operational Services Officer Level 3 (OPS3)
Position Number	P22812
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
Hospital/Service/Cluster/RSS	Gumeracha District Soldiers' Memorial Hospital and Mount Pleasant District Hospital and Residential Care Facilities
Department/Section/Unit/Ward	Services
Role reports to	General Services Manager
Role Created/ Reviewed Date	April 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role
<p>The Services Supervisor will ensure the provision of an efficient, effective and safe catering and cleaning service for patients and staff that meets all of the relevant legislative requirements applicable to the position.</p> <p>The Services Supervisor is responsible for day-to-day operations – including human resource management, operational planning, financial management, purchasing and ensuring that an effective continuous quality improvement cycle is maintained.</p> <p>The Services Supervisor may also be required to perform operational duties at short notice if required.</p>

Direct Reports
The Services Supervisor is responsible for the supervision and coordination of the catering and cleaning staff employed at Gumeracha and Mt Pleasant Hospitals and Residential Care Facilities.

Key Relationships/ Interactions
<p><u>Internal</u></p> <ul style="list-style-type: none"> > Reports to General Services Manager. > Works to maintain a cohesive and productive relationship with the Directors of Nursing. > Responsible for the supervision and coordination of the catering and cleaning staff on a daily basis. > Works collaboratively with all Departments within the sites. > Works collaboratively with all Agencies within the sites. > Works collaboratively with all employees from within the region. > Works under minimal direction, in accordance with the strategic goals and priorities of SA Health and BHF LHN. <p><u>External</u></p> <ul style="list-style-type: none"> > Patients and Residents and their associated families and community members. > Suppliers e.g., Spotless, PFD, Bidvest, Holco. > Food Safety and Infection Control Accreditors. > Contractors.

Challenges associated with Role
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> > The supervision and coordination of the catering and cleaning staff. > Working with staff from a diverse background. > Working in a complex and changing work environment within a standardised funding model. > Ensuring staff provide a high level of service to clients, visitors and staff. > Ensure staff have the correct level of knowledge to provide a high level of service. > Ensuring standards and audits pertaining to the area are 100% compliant.

Delegations

- > HR Delegation – Level 6.
- > Financial Delegation - Group E Level 5.

Resilience

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

General Requirements

*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.
- > The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.
- > SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

Handling of Official Information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised. SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions

*NB Reference to legislation, policies and procedures includes any superseding versions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Supervision	<ul style="list-style-type: none"> > Communicating effectively with all staff in order to develop a team which is positive, motivated and reliable. > Providing the overall supervision and coordination of catering and cleaning staff which includes the determination of work priorities and the allocation of duties. > Ensuring the rostering of staff meets department needs. > Coordinating staff development and training programs and be involved in the selection of new staff. > Conducting annual performance review and development (PR&Ds) with staff. > Continually reviewing job and person specifications to meet the needs of the organisation. > Undertaking disciplinary and counselling processes with staff as required. > Monitoring the financial performance of the department and that it is consistent with budget allocation. > Handling and investigating complaints in a sensitive manner and recommending appropriate action. > Participating in the development of Return-to-Work programs and provide support to injured staff. > Purchasing of goods to ensure the Services staff can meet the requirements of the organisations.
Leadership	<ul style="list-style-type: none"> > Promoting a positive working environment and a culture of excellence within the department. > Initiating and overseeing change management programs aimed at improving service delivery, quality and cost effectiveness. > Applying appropriate skills and knowledge gained from training, experience and documented guidelines provided in the preparation, cooking and presentation of healthy food choices. > Developing appropriate management and information systems and processes, records and documentation. > Developing, implementing, auditing and reviewing of procedures for catering, cleaning and laundry services.
Quality and Continuous Improvement	<ul style="list-style-type: none"> > Managing the Food Safety Programs, ensuring compliance with all expectations in achieving Food Safety accreditation. > Managing Infection Control requirements relevant to meeting the expectations of the SA Health Cleaning standards and Infection Control audits. > Ensuring that menus are reviewed and updated on a regular basis in consultation with the dietician and in accordance with national standards for health facilities. > Ensuring the promotion and implementation of the General Public Sector Management Aims, Personnel Management Standards and employee conduct standards – in particular Equal Opportunity and Work Health Safety by adhering to the provisions of relevant legislative requirements and the Premier's Safety Commitment > Participating in the Quality Management systems by assisting with the monitoring and evaluation of activities and mechanisms, identifying opportunities for improvement and correcting problems to improve customer care and services. > Co-operating with reasonable workplace changes designated to assist in the rehabilitation of self or fellow workers. > Attending annual mandatory training as required by the organisation.
Human Resources	<ul style="list-style-type: none"> > Supporting managers with the process of advertising vacancies, correspondence relating to applications and arranging interviews. > Undertaking the role of Checking Officer of the Child-related employment screening and Aged care sector employment screening checks for the

	purposes of maintain legislative and policy compliance with regards to Offender History Checking.
Financial and Corporate Compliance	<ul style="list-style-type: none"> > Comply with all SA Health and BHF LHN policies and procedures. > Manage the budget and control expenditure within resource allocations. > Adequately manage official records according to relevant legislation, policies and procedures. > Identify and report all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace. > Participate in all activities associated with the management of workplace health and safety. > Ensure cultural sensitivity is maintained by attending and contributing to their learning in diversity of cultural awareness and cross-cultural training, with a frequency determined as appropriate by the organisation.
Contribute to a safe workplace at all times	<ul style="list-style-type: none"> > Ensuring Work Health Safety policies and procedures are followed at all times. > Providing appropriate resources to support WHS within delegations where required. > Ensuring all staff undertake mandatory and non-mandatory training as required by their positions and update that training as outlined in SA Health & BHF LHN policy.
Contribute to the understanding and application of Country Health SA LHN policies and procedures	<ul style="list-style-type: none"> > Contribute to a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation. > Adhere to the SA Public Sector Code of Ethics. > Be responsible and accountable for adequately managing official records in accordance with legislation, policies and procedures. > Maintain confidentiality and privacy. > Conduct all interpersonal relationships with respect, courtesy and concern for the individual. > Maintain continual self-development through attendance at applicable training courses, seminars and workshops.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil.

Personal Abilities/Aptitudes/Skills

- > Ability to work in various settings and relate to all levels of staff.
- > Flexible approach to work and rostering systems.
- > Proven ability to meet deadlines and timeframes.
- > Ability to allocate, inspect and determine work priorities to ensure the quality and timeliness of work undertaken by employees.
- > Excellent interpersonal and communication skills with the ability to relate to people from different cultures, backgrounds and circumstances.
- > Ability to provide assistance and co-operation to other staff.
- > Demonstrated ability to perform under broad guidelines.
- > Ability to use discretion and maintain strict confidentiality.
- > Ability to engage appropriately with Aboriginal consumers and community members to improve health outcomes.
- > Ability to engage and influence others to improve Aboriginal Health services provided to the local community.
- > Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
- > Ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.

Experience

- > Proven experience in the provision of a Catering and Cleaning service.
- > Experience in establishing and maintaining effective systems, procedures and technologies.
- > Experience in the development and implementation procedures.
- > Proven experience in the management and coordination of staff or services.
- > Previous experience providing advice to employees on appropriate procedures and safe work practices.
- > Experience in determining and appraising methods of work organisation, which includes implementing detailed directions and procedures and assisting in the provision of on-the-job training.
- > Experience in maintaining employee rosters.
- > Proven experience in exercising own judgement and initiative in the day-to-day execution of a position.
- > Experience in the use of computer software such as Microsoft Office Suite – Outlook, Word, Excel etc.
- > Experience working with Aboriginal consumers.

Knowledge

- > Sound knowledge of continuous quality improvement processes.
- > Sound knowledge of administrative procedures.
- > Knowledge of acts, awards and codes which relate to records management, human resources and freedom of information.
- > Sound knowledge of cleaning materials, equipment for cleaning & laundry services.
- > Knowledge of safe working conditions, food storage and correct food handling techniques.
- > Knowledge of special dietary foods.
- > Knowledge and understanding of the Work Health and Safety Act and Risk Management principles.
- > Employees must understand their responsibility to maintain the integrity, confidentiality and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only access and/or release information in accordance with the requirements of their role, relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- > Can show evidence of a working knowledge of health issues and service barriers facing Aboriginal consumers.
- > Can show evidence of attending training in Aboriginal cultural issues and has the willingness and the ability to develop this knowledge within the team you manage and across the health service generally.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Nil.

Personal Abilities/Aptitudes/Skills

- > Nil.

Experience

- > Team Leader Experience

Knowledge

- > Knowledge of the South Australian Public Health System.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Values

BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration, and kindness.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Date:

Signature:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Date:

Signature: