Cohuna District Hospital
Position Description

Position Title: SUPPORT SERVICES COORDINATOR

Classification:	**HS3 (Depending of level of experience)**
Responsible To:	Corporate Services Manager (CSM)
Salary and Conditions:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025 and its successors

The Cohuna District Hospital (CDH) was established as a public hospital in 1952. The Health Service provides care for visitors and residents of Cohuna and the surrounding catchment area. In 1983, a community appeal raised funds for a nursing home, which was built adjacent to the hospital and opened in 1985.

Acute – The acute services include medical, maternity, dialysis, surgical services and an Urgent Care Centre.

Aged Care and Community Services

The residential aged care and community services include a residential aged care facility, District Nursing, Social Support Group, Bed based and Community based Transitional Care Program.

C A R E

Care Accountability Respect Equality

POSITION STATEMENT:

To manage and coordinate the day to day operations of the Support Services (Food and Cleaning) Departments to facilitate the smooth operation of the departments to ensure delivery of cost effective, customer focused services.

The Support Services Coordinator is responsible for the provision of effective and efficient hotel services inclusive of food services and cleaning services in a matter that satisfies the requirements of stakeholders (as agreed), policy, standards, licenses and legislation. Providing leadership in customer focused services spread across Cohuna District Hospital and contributes to the quality of

care and services for residents, patients and clients through the provision of high standards of hotel services.

The role is responsible for administrative duties such as auditing, ordering processes, work allocation, training, and management of staff.

The role also works with leadership and through consultation with current staff to undertake future services improvements for the health service.

KEY WORKING RELATIONSHIPS:

Internal: CSM, Managers, Support Services Staff, Nursing staff, Dieticians, Speech pathologists.

External: Supplier delivery staff, Patients, Residents and visitors to CDH, Auditors, Maggie Beer Foundation, Department of Health, Health Services Victoria.

POSITION SPECIFIC RESPONSIBILITIES:

- Provide staff management and leadership in accordance with CDH CARE values, Care, Accountability, Respect and Equality. Role model and empower the team to behave in accordance with the values.
- Foster a positive and collaborative workplace culture within the team and with all CDH team members.
- Develop, implement and continually improve a customer-focused approach to service delivery
- Supervise the day to day activities of support services staff and provide direction and guidance
- Provide orientation and training for staff including support for professional development activities
- Ensure performance appraisal/ review of all staff occurs annually
- Monitor and manage staff performance and development as per CDH guidelines including performance coaching, counselling, mentoring and conflict resolution
- Provide wellbeing support to staff including RTW (in liaison with HR Manager or delegate) and implementation of wellbeing programs in the Support Services Department as determined by senior management
- Establish and maintain appropriate work patterns and procedures for the Support Services Department in line with the relevant EBA and other employment requirements
- Ensure sufficient permanent and casual staff for the roster and act to recruit, interview and select new staff as required
- Ensure Position Descriptions and duty statements (PDs) reflect the work expected and are up to date. PDs to be reviewed annually as part of staff performance appraisal process.
- Proposals for changes to rosters to be discussed and approved as per delegation and EBA
- Undertake administrative tasks in relation to staff including:
- Rostering and leave administration
- Time and attendance oversight including Kronos approval and sign off
- Monthly staff meetings for information and discussion
- Ensure current policies and procedures are up to date and align with Department of Health requirements, and are understood and adhered to by staff
- Ensure cleaning audits are completed and communicated
- Oversee Food Safety and food safety audits
- Monitor work practices and the environment to ensure a safe workplace for staff and in accordance with CDH OHS policy and procedures
- Implementation and monitoring of the Healthy Eating Directive
- Liaise with suppliers for the routine purchase and delivery of health service supplies related to

catering and cleaning in consultation with procurement staff to ensure government requirements are met
- Monitor preventative maintenance of equipment in conjunction with the Facilities and Infrastructure Coordinator. Liaise with the Corporate Services Manager regarding replacement of equipment as required
- Actively participate in Business Planning in support of the organisation's strategic plan and guiding principles.
- Maintain a comprehensive knowledge of relevant awards, legislative requirements, quality frameworks and health industry developments.
- Monthly report to Corporate Services Manager on activities in the Support Services Department on performance against budget and outputs/ outcomes
- Review and management of incidents and risks through VHIMS (Riskman)
- Compliance with the Standard 6, Food and Nutrition under the Aged Care Strengthened Quality Standards and Standard 5 NSQHS Comprehensive care for food and nutrition.

MANDATORY REQUIREMENTS:

- Annual Influenza vaccination compliance is a requirement for employment at Cohuna District Hospital
- Annual training as per CDH Mandatory training policy
- Be aware of and respect patient/resident/visitor privacy
- Participate in departmental and organisational meetings as required;
- Complete and maintain all relevant documentation as required and determined by the area of work.
- Participate in an Annual Appraisal
- Current Police Check
- Current driver's license (an ongoing requirement to retain the position).

PREFERRED SKILLS:

- Strong Stakeholder engagement skills.
- Capacity for critical and strategic thinking and interpreting it into practice.
- Previous experience in planning and coordination of change management activities.
- Flexible with the ability to work independently and as part of a team.

KEY SELECTION CRITERIA:

KSC 1 Experience within Hospitality or Environmental Services within a Health or other related field, desirable minimum of 5 years.

KSC 2 Experience in utilising a values led approach to delivering a positive workplace.

KSC 3 Significant previous or recent experience in leading teams and managing teams, with a capacity to communicate a vision that generates a customer focused approach.

KSC 4 Extensive knowledge of compliance and regulations as they apply to food safety and cleaning standards.

KSC 5 Critical thinker and problem solver, confident to use initiative.

KSC 6 Ability to self-manage priorities to get the job done, with a high level of accuracy.

KSC 7 Ability to lead and manage change to achieve desired outcomes amongst peers and in accordance with Enterprise Agreements or Awards.

KSC 8 Demonstrated knowledge and experience in quality improvement processes and activities and sound knowledge of relevant standards and accreditation requirements

KSC 9 Strong interpersonal, written and verbal communication skills with capacity to utilise Microsoft Office and computer/web-based technologies.

ORGANISATIONAL RESPONSIBILITIES:

General:

- Positively promote CDH CARE within and externally to the organisation.
- Each employee has a responsibility to comply with all CDH policies and procedures and familiarise themselves with those relevant to their position.
- Promote practices which comply with the policies and procedures of CDH and actively participate in the maintenance of relevant policies and procedures to ensure best practice.
- Participate in departmental and organisational meetings as required.
- Maintain accurate records, statistics and reports, as required.
- Report all incidents and near misses as soon as possible after the event.
- Participate in Risk Management activities of relevance and assist with identification and control of risks within their department.
- Actively participate in Performance Appraisal processes, six months after commencement and annually thereafter.

Occupational Health and Safety:

Each employee has the right to a safe working environment. Employees must:

- Carry out their duties in a manner which does not adversely affect their own health and safety or that of others.
- Cooperate with measures introduced in the interest of health and safety.
- Undertake any training provided in relation to Occupational Health & Safety.
- Immediately report all matters that may affect workplace health and safety to their manager/supervisor.
- Comply with all Commonwealth and State legislative requirements.
- Correctly use any information, training, personal protective equipment and safety equipment provided by the organization.
- Refrain from recklessly or willfully interfering with anything that has been provided for health and safety reasons.

Infection Prevention and Control:

- Each employee has a responsibility to implement Infection Control guidelines of relevance to the position.

Disaster and Emergency Response:

- The occupant of this position understands and acknowledges that s/he may be required to work as assigned, if requested, to meet CDH responsibilities in a disaster or emergency situation.
- Each employee has a responsibility to participate in emergency response drills and attend relevant emergency training.

Continuous Quality Improvement:

Each employee has a responsibility to:

- Aim to provide a positive experience for each patient, client, resident and customer every time.
- Utilise the principles of “Patient Centred Care” as a guide to provide a positive experience each and every time.
- Always escalate any issues you identify regarding customer experience or safety and risk to an appropriate staff member, if unable to rectify yourself.
- Identify, report and manage risks and ensure actions are taken to prevent and minimize harm to consumers and our workforce
- Contribute to improvement activities and understand the basics of the “quality cycle”;
- Follow organisational guidelines including quality and safety and occupational policies and

procedures.

- Maintain a safe working environment for yourself, your colleagues and members of the public at all times.
- Comply with CDH and relevant registration bodies mandatory continuing professional development requirements.
- Actively support compliance with the National Safety & Quality Health Service Standards, Aged Care Strengthened Quality Standards and other professional standards and relevant regulatory requirements.
- Understanding individual responsibility for safety, quality and risk and adhere to the relevant policies, procedures and guidelines at CDH
- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public

Workplace Harassment and Bullying:

- CDH has adopted and applies the State Services Authority Code of Conduct.
- Each employee has the right to a workplace free from any form of harassment or bullying.
- Each employee has a responsibility to comply with CDH policy and participate in education and training.

Health Promotion:

- CDH adopts the principles of health promotion and encourages all employees to embrace the organisation's Health Promotion Plan and activities.
- Each employee is encouraged to support/participate in health promotion programs.

Confidentiality:

- Any breach of the Confidentiality Policy may result in disciplinary action and/or dismissal and a possible fine under the Health Services Act (Vic).

Police Record Check:

- This position requires a satisfactory National Police Check.
- CDH will not make a formal offer of employment until a candidate provides this document.

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer.

I acknowledge that I have received a copy of this position description.
I have read (or have had read to me) and understand the requirements of this position.
I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

cc: Personnel File
Reviewed and Updated: 04/06/2025

Cohuna District Hospital is an Equal Opportunity Employer