

1. General Information

Position Title:	General Services Supervisor, Environmental Services
Division/Department:	Group Support Services
Position Reports to:	Hospitality services Operations Manager
Enterprise/Individual Agreement:	Health and Allied Services Enterprise Agreement
Classification/Grade:	GSS01
Location:	All Epworth Sites (As advertised)
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Up to 100 indirect reports N/A
Key Relationships - internal and external	<ul style="list-style-type: none"> • Group Director of Support Services • Hospitality Services Operations Manager • Hospitality Services Assistants, Environmental Services Assistants, Patient Transport Officer, Orderlies, Team Leaders and Supervisors • Nursing Unit and Department Managers • Patients, inclusive of family members and visitors • Contractors, Suppliers and Third Party Providers

2. Overview of Epworth HealthCare

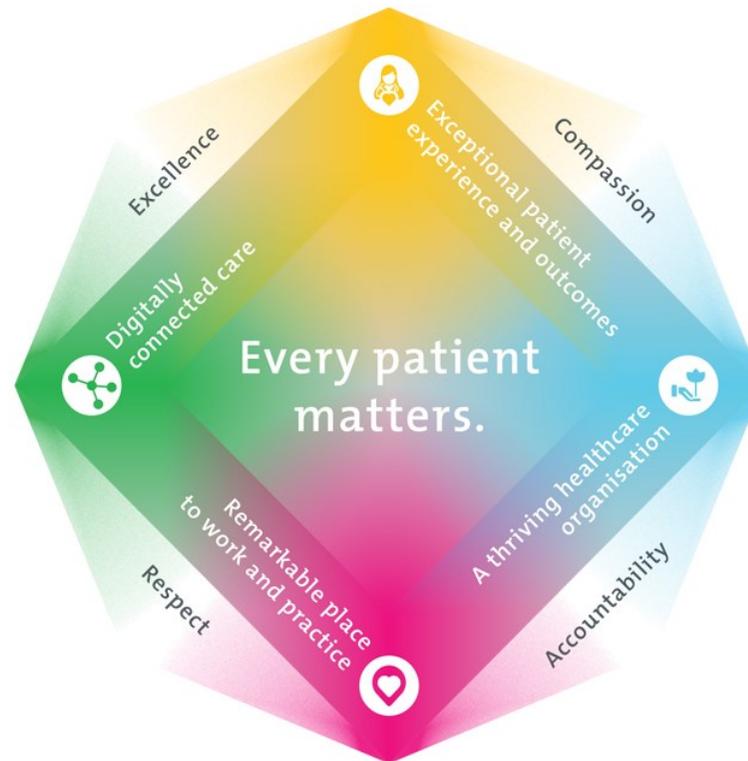
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The General Services Supervisor plays a key leadership role within the Environmental Services Department, providing hands-on support, administrative oversight, and compliance management. This role ensures the delivery of high-quality, patient-centred services aligned with Epworth's values and strategic goals. Specifically, the General Services Supervisor is responsible for their team in the allocation of duties and other associated duties in the department including rostering, performance development, recruitment, quality activities, CARPs controller, occupational health and safety and general supervision.

This role provides leadership and hands on support to the Environmental Services Supervisors, Team Leaders and Team Members and ensures the efficient and effective day to day functioning and service delivery of the departments.

The General Services Supervisor serves as the key point of contact for the Hospitality Services Operations Manager by providing frontline leadership and operational oversight on all departmental KPI's and compliance targets.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Connected Care and Service Excellence</p> <ul style="list-style-type: none"> • Ensure that all interactions with patients, family member(s), and carers is compassionate, respectful and within the connected care principle • Ensure feedback from Patients, VMOs, and Clinical Teams are addressed in a timely and appropriate manner and matters escalated as necessary • Ensure all practices and functions of team members, under supervision, is within legislative and common law requirements and Epworth Healthcare’s policy and protocol framework • Ensure all services meet infection control, safety, and legislative standards. 	<ul style="list-style-type: none"> • Compliance with infection control standards • Compliance with relevant government health standards • Compliance with all legislative and common law requirements • Compliance with Epworth Healthcare’s Policy and Protocol Framework • Patient /customer service satisfaction surveys within organisational targets • All patient related feedback and correspondence is documented and escalated and/or responded to appropriately
<p>Operational Leadership</p> <ul style="list-style-type: none"> • Oversee daily operations across Environmental Services and Patient Transport teams. • Ensure the department, across all shifts, is appropriately staffed and resourced. • Manage rostering, performance development, and training KPI compliance. • Ensure staffing levels are aligned with operational needs and occupancy rates, while minimising reliance on agency staff and overtime. • Monitor leave balances and ensure coverage is managed in accordance with policy. Ensure purchasing is managed efficiently 	<ul style="list-style-type: none"> • Completion of scheduled tasks and services within defined timeframes • Number of service-related incidents or complaints logged and resolved • Positive feedback from internal stakeholders (e.g. Nursing Units, Clinical Teams) • Daily service delivery operational standards and patient care expectations met • Timely resolution of service-related issues or escalations • Departmental staffing is in line with occupancy and meets monthly KPIs • Leave is managed in line with Epworth Healthcare’s Policy and Protocol Framework •

<p>Team Development and Empowered People</p> <ul style="list-style-type: none"> • Maintain a culture of cooperation and collaboration with team members and between departments • Provide training, support and professional development to team members under supervision • Ensure team members under supervision have the required knowledge, skills and equipment to perform their role effectively • Support onboarding and orientation of new staff 	<ul style="list-style-type: none"> • Actively participate in and facilitate departmental team meetings • Monthly KPIs and yearly competencies of team members targets met • Participates in yearly professional development program for both self and team members under supervision by conducting annual Professional Develop Plans • Facilitates orientation and training of new team members • Seeks and provides feedback to team members, managers and clinical teams • Willingly works across a variety of shifts, including weekends and after hours, as required
<p>Innovative Practice</p> <ul style="list-style-type: none"> • Monitor, review and develop service delivery to identify continuous improvement opportunities • Actively participate in the Epworth Healthcare’s quality program • Actively participate in the organisation’s accreditation program • Ensure that departments under supervision have the required equipment for service delivery • Ensure that Departments under supervision are appropriately staffed for delivery of service. • Oversee service delivery in accordance with all relevant standards, guidelines, legislation and Epworth Healthcare’s Policy and Protocol framework 	<ul style="list-style-type: none"> • Quality improvement activities and projects are documented, monitored and followed up • Departmental audits are conducted and reported in required timeframes • All required procedural documentation is filed, accessible and completed within required timeframes • Equipment required for service delivery is functional and fit for purpose • Rosters are published in line with Enterprise Agreement guidelines
<p>Sustainability</p> <ul style="list-style-type: none"> • Monitor and manage stock levels of consumables to minimise waste, spoilage, and over-ordering. Ensure appropriate usage and storage practices are followed. 	<ul style="list-style-type: none"> • Stock levels are maintained at appropriate levels to minimise wastage spoilage • Linen is used and managed efficiently and appropriately • Purchasing is conducted in line with the budget approval process

<ul style="list-style-type: none"> • Ensure and maintain compliance with environmental regulations, EPA guidelines, and Epworth’s sustainability policies. 	<p>and KPI</p> <ul style="list-style-type: none"> • Waste is managed in line with all legislation, standards, EPA guidelines and Epworth Healthcare’s waste management policy
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Role model and actively promote a culture of high-quality patient care. • Provide excellent, helpful service to patients, visitors and staff. • Communicate with clear and unambiguous language in all interactions, tailored to the audience. • Build customer relationships and greet customers and patients promptly and courteously. • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service. • Responds quickly and proactively escalate concerns when necessary. • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion. 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions. • Compliments to complaints ratios • Completes leader rounding at agreed frequency. • Issues are escalated to the manager and resolved in a timely manner.

<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions. • Implement and adhere to Epworth OHS policies, protocols and safe work procedures. • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours. • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes. • Mandatory training completed at agreed frequency.
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Certificate III in Health Services or equivalent. <p>Desirable</p> <ul style="list-style-type: none"> • Certificate IV in Leadership and Management / Successful completion of Epworth Healthcare’s Frontline Leadership Program
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience in Environmental Cleaning Services in a Healthcare setting <p>Desirable</p> <ul style="list-style-type: none"> • Experience in a Supervisory or leadership role

Position Description



<p>Required Knowledge & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Strong computer skills including Microsoft office suite (Excel, Outlook, Word) • Understanding of Infection Control and Prevention principles <p>Desirable</p> <ul style="list-style-type: none"> • Familiarity with digital rostering workforce management systems • Familiarity with purchasing systems
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Compassionate and patient centred focus • Desire to work within the Epworth Values and to the Epworth Healthcare strategic plan. • An understanding and willingness to strive for continuous improvement. • Health and Safety focus • Hands on leadership approach, leading by example.

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
February 2020	October 2025	Group Director of Support Services

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Position Description



Employee Signature:

Print Name:

Date:
