

Position Description



1. General Information

Position Title:	Assistant Supply Operations Manager
Division/Department:	Corporate Services, S u p p l y and Logistics
Position Reports to:	Group Manager Supply & Logistics
Enterprise/Individual Agreement:	Epworth HealthCare Individual Agreement
Classification/Grade:	
Location:	
Employment Status:	Permanent
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	3 Not Applicable
Key Relationships - internal and external	<ul style="list-style-type: none">• Procurement & Supply leadership team• Purchasing & Logistics team• EGM's, Department Managers, clinical, allied health & support services teams• Freight and Courier drivers

2. Overview of Epworth HealthCare

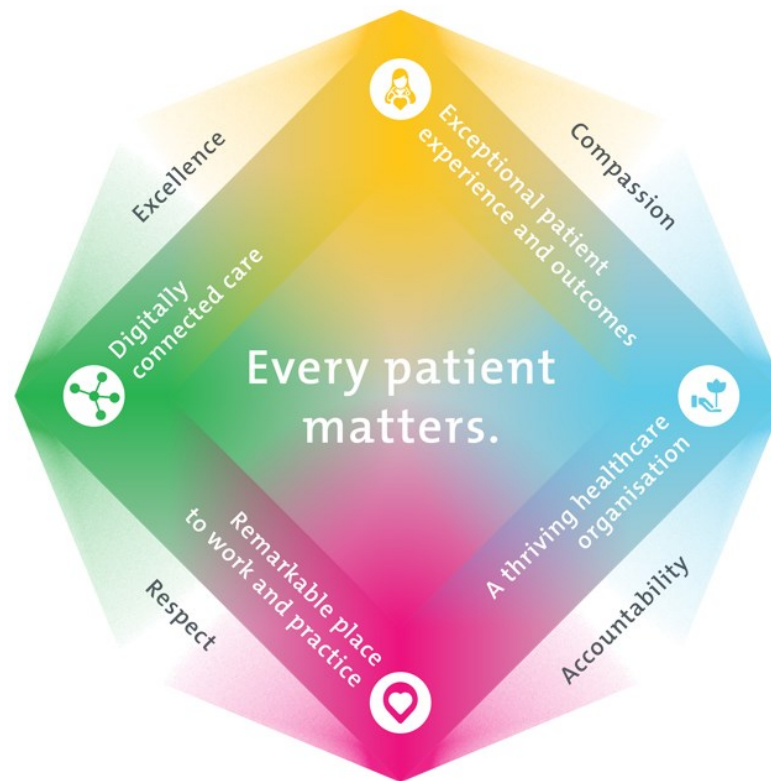
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

This position oversees and provides operational leadership in the daily coordination of the site supply activities to ensure productivity, quality and customer service standards are met and provides business wide direction and leadership for Imprest Management.

The role is responsible for ensuring the safe and efficient delivery of services related to receipt, holding and dispatch of materials securely and accurately that meets the operational demands of Sites across the Group at the lowest possible cost. The role is also responsible for ensuring the development, implementation and continuous improvement of processes and services related to Imprest. These include education and training, creation of Imprest locations and lists, addition and removal of items from specific Imprests, determination of appropriate replenishment process for each item and location, ensuring compliance to Imprest processes and policy, review of appropriate Imprest and associated inventory levels to ensure the operational demands of the business are met sustainably. This role is the point of contact for Imprest queries, concerns, escalations and works collaboratively with the warehouse, site supply teams as well as provide first level support to the Systems Administrator.

This position is responsible for identifying and assessing training needs for the Supply & Logistics team, creating tailored training plans, and implementing various training methods to enhance employees' skills and performance across the group. They monitor training program effectiveness, manage budgets, and stay updated on training trends.

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-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Position Description

Clinical Governance Domain	Role
Leadership and culture	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.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	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.
Risk Management	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
Best Practice in Logistics and lead Imprest Processes <ul style="list-style-type: none"> • Actions in accordance with legislative and common law requirements • Actively participate in a team charter • Utilises a reflective, critical thinking and evidence-based approach to deliver best practice management in warehousing and healthcare imprest inventory • Communicates and leads delivery of internal controls, policies and operational procedures particular to the management of Imprests and Supply Chain environment • Educate on Imprest process and ensure compliance to policy and processes • Determine appropriate replenishment method for Imprest items and support Inventory management in warehouse- local warehouse, central warehouse, buy in • Lead Imprest review and direct/assist with management of Imprests, creation of Imprest locations, lists, adding and removing items • Track Imprest value, assist with Imprest budgets and performance to budget • Be business point of contact for Imprest queries, concerns and escalations 	<ul style="list-style-type: none"> • Compliance with mandatory and department specific competencies every 12 months or as prescribed • Prescribed PPE is worn at all times by self and staff • Compliance with legislative and common law requirements • Customer service satisfaction surveys to be within organisational targets • Sound relationships developed and maintained with customers • Compliance with EEO & Social Media Policies and Protocols of Epworth HealthCare • Compliance with agreed par levels KPI • Compliance to standards demonstrated in audits • Goods Receipted within 4 hours arrival at site • Annual Imprest Review of each locations as agreed • Inventory Accuracy maintained at agreed KPI • Twice yearly stocktake of site supply location within <1% total stock value adjustment \$ • Accurate data entry for processing of orders, returns and other

<ul style="list-style-type: none"> • Consistently conduct & participate in team toolbox meetings • Timely reporting of events to Warehouse Manager • Practices in accordance with Safety Standards • Actively participate in and lead, internal and external audits of warehouse practices as required • Where requested by the Warehouse Manager, implement operational enhancements that support growth • Identify a minimum of 1 enhancement per annum that results in improvement productivity, accuracy of practice or cost savings • Action daily Site supply and Imprest requirements 	<p>inventory tasks</p> <ul style="list-style-type: none"> • Identified enhancement is delivered within agreed timeframe • Imprest maintained as per service level agreement
<p>Leadership</p> <ul style="list-style-type: none"> • Responsible for identifying and assessing training needs, creating tailored training plans, and implementing various training methods to enhance employees' skills and performance. • Works cooperatively and collaboratively with all members of the procurement and supply team • Provides positive and constructive feedback to others team members • Actively participates as a member of the Supply and logistics team • Provides supervision of Store persons • Provides orientation to new and casual staff • Participates in and provides as requested by Warehouse Manager education to warehouse team • Leads education and training for business on Imprest and processes • Leads Imprest reviews • Drives continuous improvement in Imprest processes 	<ul style="list-style-type: none"> • Training of staff in relevant department specific activities for Store Persons and Supply Team Leaders. • Monitor training program effectiveness, manage budgets, and stay updated on training trends • Participation in in-services, department education and team meetings • Attends and actively participates in department and team meetings • Feedback from team members • Development and establishment of a high performing department • Education and training Imprest processes

<p>Systems Administration</p> <ul style="list-style-type: none"> • Provides support to resolve any PO value discrepancy and outstanding and overdue delivery of orders, warranty claims and damage, and return of materials • Monitors and updates catalogues in TechOne as requested • Proactively follow up with peer group and users for any system changes • Maintain Integrity of the Purchasing and Logistics / Sourcing & Contracts / Prosthesis data in the system • Routinely and regularly review catalogue data to ensure accuracy • Update system with order details including dates, vendors, quantities, discounts, Prosthesis Rebates and any other requested data • Manage the system calendar for the supply function including establishing and maintaining purchasing and logistics master data • Support system requirements for Cycle Counting and Stocktaking process 	<ul style="list-style-type: none"> • Compliance with legislative and common law requirements • Sound relationships developed and maintained with customers • Order changes and purchase orders are accurately entered into system as required • Inventory service level is delivered and maintained • Accuracy of data including products and price files for catalogue. • Imprest maintenance changes are made within agreed time frame • Cycle counts and stocktake activity are managed via TechOne in agreed timeframes • Catalogue is maintained and updated within agreed timeframe • User guides developed and kept up to date
<p>Personal and Professional Development</p> <ul style="list-style-type: none"> • Participates in prescribed performance development system annually • Evaluates personal performance and plans self-development 	<ul style="list-style-type: none"> • Completion of annual performance appraisal • Completion of objectives outlined in self-development plan (provide evidence of)
<p>Quality Improvement</p> <ul style="list-style-type: none"> • Strives to consistently improve service delivery • Provides suggestions, and feedback to Warehouse Manager on quality activities • Actively participates in quality improvement activities within the department 	<ul style="list-style-type: none"> • Evidence of participation in quality improvement activities • Improvement in performance of department and Epworth healthcare site • Show a proactive attitude in reviewing, supporting and implementing best practice in logistics and warehousing

<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 compliments, complaints and Press Ganey) to identify breakdowns 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"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures

<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"> • 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"> • 2-years' experience in Hospital environment • Valid Victorian driver's license <p>Desirable</p> <ul style="list-style-type: none"> • Logistics, warehousing or a relevant qualification • Certificate IV Workplace training or equivalent
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Medical experience • Extensive Procurement/Supply experience • Extensive warehouse experience in a multi-sited healthcare organisation • Experience in the logistical management of healthcare stock & equipment • TechOne process and reports • Inventory management Healthcare industry • Extensive experience in Imprest replenishment

Position Description



<p>Required Knowledge & Skills</p>	<p>Essential</p> <ul style="list-style-type: none"> • Knowledge and commitment to Acts, Agreements and Epworth Healthcare directions, policies, procedures and staff code of conduct • Excellent computer literacy and a sound understanding of Microsoft suite • Demonstrate role model behaviour • Superior conflict resolution skills • Demonstrated effective written and verbal communication • Sound negotiation & time management skills • Demonstrable excellence in customer service in a leadership role • Effective communication and interpersonal skills • Ability to set priorities and deliver to organisational requirements • Excellent understanding of safety requirements, legislation and relevant Acts • Understanding of Imprest theory and use in healthcare industry • TechOne <p>Desirable</p> <ul style="list-style-type: none"> • Previous supervisory experience
<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"> • Belief in patient centered care • Committed to providing a safe environment for patients & colleagues • Commitment to continuous improvement and customer service • Commitment to self-development & learning • Demonstrate an innovative, proactive and creative mindset • Professional work ethic • Practices within the ethos of the Epworth HealthCare Values & Behaviours <p>Desirable</p> <ul style="list-style-type: none"> • Self-motivated and self-directed

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
July 2023	July 2023	Group Manager Supply & Logistics

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.

Employee Signature: _____

Print Name: _____

Date: _____