

Position Description



1. General Information

Position Title:	Environmental Services Supervisor
Division/Department:	Group Support Services
Position Reports to:	Hospitality Services Operations Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	ESS01-ESS05
Location:	Epworth Geelong
Employment Status:	Permanent Full Time/Part Time role (10:00pm- 6:00am Tuesday to Saturday)
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	Up to 10 staff including Full-time, Casual and agency HSAs and Patient Transport Orderlies
Key Relationships - internal and external	• Hospitality Services Operations Manager, Hospital Coordinator • NUMs, ANUMs & Patient Care Team, other internal service providers i.e. Nursing and Ward Administration staff, Food Services team • Patients, inclusive of family members & visitors

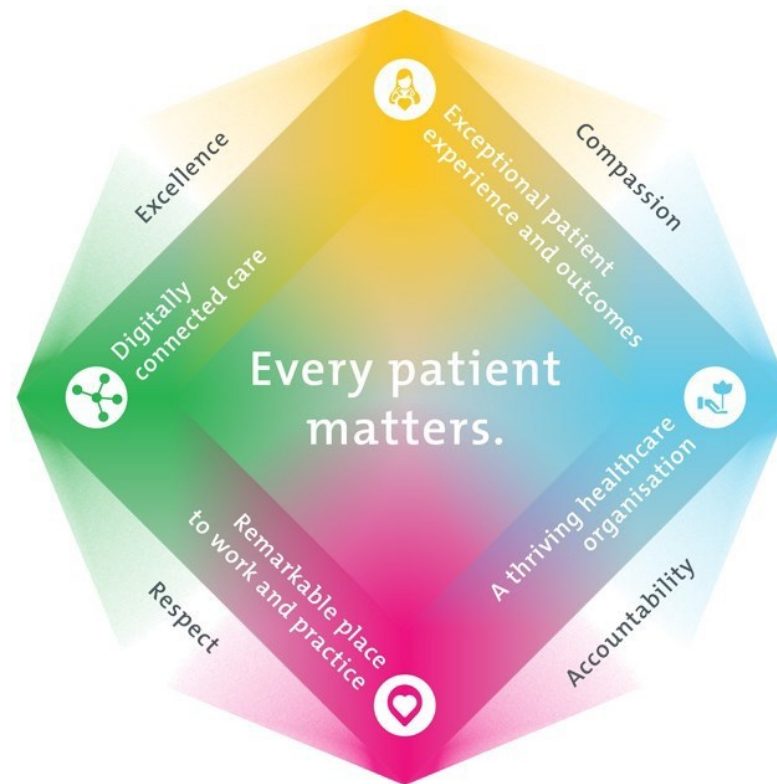
2. Overview of Epworth HealthCare

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 primary purpose of the Environmental Services Night Shift Supervisor is to provide leadership and support to Hospitality Service Associates (HSAs) and Patient Transport Orderlies in the provision of a high quality clean and safe environment for patient's, VMOs, tenants, staff and visitors, consistent with infection control standards, across the site and in all Operating Theatres in particular.

Overall, the Supervisor is to:

- Be a role model in setting the cleaning standards to achieve optimum quality care and service to our patients and other stakeholders
- Provide leadership to the Environmental Services team to deliver timely, safe, patient-centred environmental services care to patients at Epworth HealthCare achieving an exceptional patient experience
- Support the Environmental Services Manager to build and maintain a patient and customer-focused team
- Supervise resources effectively so as to optimise performance and maintain a safe operating environment

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Leadership • Actively provides leadership to the departmental team • Assist in managing staff rosters within EBA, budgeted and contractual hours • Conduct performance appraisals, including probationary reviews, where required • Proactively manage staff performance in accordance with EBA and Internal dispute resolution policies • Maintains a clean environment for all patients, visitors and staff by ensuring a timely and high-quality cleaning service is provided at all times • Demonstrates personal hygiene standards and work practices • Occupational Health & Safety are provided to staff as required • Supervision, orientation & provision of training to HSAs and Orderlies • Meet People and Culture KPI targets	With assistance from the Hospitality Services Operations Manager: • Environmental and Orderly rosters are established & operational within EBA guidelines • People and Culture metrics within organisational KPIs • Agency usage is within organisational KPIs
Cleaning Care Responsible for the supervision of cleaning of evening cleaning duties; including Theatres, DOSA, Emergency, Cath Labs, CSSD, General use staff areas, delegated Projects areas & all afterhours discharge patient rooms: • Practice in accordance with chemical handling requirements • Waste and linen safely removed from allocated area	• Ensures a clean and waste free environment for all departments & general areas • Drives compliance with external, independent cleaning audits • Monthly Cogent audits are conducted within organisational KPIs • Infection control audits within organisational KPIs

- Floors are mopped and vacuumed in accordance with prescribed schedule - Spot clean walls, doors and carpet stains in all areas - Dusting Patient Room - dry/damp, high/low of all horizontal surfaces including television, telephone, bedside table and window ledges. On discharge, dusting to include the inside cupboards and bedside tables - Patient bathroom cleaning as required - Discharge clean of patient room, including bed making, all surface dusting and infectious room cleans as required - Common areas - Clean and maintain unit and public areas including corridors, waiting room, dirty utility rooms, work areas and any other requested area as required - Work within scope of practice in all areas as and when departmental needs arise - Cleaning of equipment and furniture as required - Maintain nominated areas in a clean state accordance with specified work schedules and cleaning system - Practices in accordance with Infection Control Standards	A clean, safe environment achieved within agreed time frames and in accordance with standards adopted by the hospital
Patient Care - Practice in accordance with legislative and common law requirements - Actively participate in a patient care through superior patient focussed service - Demonstrate empathy and compassion to patients and their family, colleagues and VMOs. Respect and uphold the dignity and rights of consumers, relatives, carers, colleagues and members of the community - Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols - Practice AIDET in all patient interactions - Safe patient transport within operating suites, wards and other areas of the hospital as required with appropriate equipment - Transport of other items including (but not limited to) pharmacy, samples and test materials, luggage and equipment	- Compliance with mandatory and unit specific competencies every 12 months or as prescribed - Compliance with infection control standards within organisation KPIs - Compliance with government health standard requirements relating to cleaning audits and requirements - Compliance with legislative and common law requirements - Patient and customer service satisfaction surveys to be within organisational targets - Sound relationships developed and maintained with customers - Compliance with Information Privacy Act (2000) and the Health Records Act (2000) - Compliance with EEO & Social Media Policies and Protocols of Epworth HealthCare - Safe and correct operation of cleaning equipment

	• Safe movement and positioning of patients (in conjunction with clinical staff)
Team Work • Works cooperatively and collaboratively with all members of Environmental Services team • Receives feedback and provides positive and constructive feedback to team members • Attends and contribute to team meetings	• Attends and actively participates in department and team meetings • Feedback from team members • Minutes from staff meetings are published within the department
Quality Improvement • Strives to consistently improve Environmental Service delivery • Provides suggestions, and feedback to Environmental Services Manager on quality activities • Actively participates in quality improvement activities within the unit or department in accordance with the National Standards for Clinical Excellence and ACHS Accreditation Standards	• Evidence of participation in quality activities • Improved patient care • Improvement in performance of department and Epworth HealthCare • Show a proactive attitude in reviewing, supporting and implementing relevant initiatives into service improvements • Provide leadership [with appropriate supervision] to other team members when requested by Manager from time to time
Personal and Professional Development • Participates in prescribed performance development system annually • Evaluates personal performance and plans self-development • Participates in the orientation of new permanent and casual staff • Participates in and provides training to department staff	• Completion of annual performance appraisal • Participation in in-services, department education and meetings • Completion of objectives outlined in self-development plan (provide evidence of) • Training of staff in relevant department specific activities (as requested by Manager)
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Role model and actively promote a culture of high quality patient care.	• Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using effective strategies including leader rounding on patients and team members • 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 • Consistently meet or exceed the expectations of our patients and customers at all times
Safety and Wellbeing To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students. 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.	• 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 • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions • Actively participate in risk management activities

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Desirable • Leadership Course Certificate
Previous Experience	Essential • Experience in a similar leadership role in Environmental Services within the Health or Aged care industry Desirable • Hospital, Residential Aged Care or Hotel Sector based experience

Required Knowledge & Skills	Essential • Proven effective Supervisory/Leadership skills • Resource management in human, equipment and time – Labour hour management • Sound understanding of performance management and people development • Knowledge and commitment to Acts, Agreements and Epworth Healthcare directions, policies, procedures and staff code of conduct • Superior conflict resolution skills • Demonstrated understanding of principles in customer care • Knowledge and understanding of cleaning principles to maintain government required health standards • Computer literacy in Microsoft Applications • Effective written, oral and verbal communication skills • Demonstrate role model behaviour Desirable • Understanding of ACHS Accreditation standards or a willingness to learn and commit to accreditation processes
Personal Attributes & Behaviours All employees are expected to consistently work in accordance with Epworth's values and behaviours.	Essential • High standard of personal presentation • Belief in patient centred care • Commitment to providing a safe environment for patients, visitors and staff • Professional work ethic • Self-motivated and self-directed • Practices within the ethos of the Epworth HealthCare Values & Behaviours

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
September 2013	June 2023	Hospitality Services Operations Manager

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: