Position Description

1. General Information

Position Title:	Safety Management Systems Administrator
Division/Department:	People & Culture
Position Reports to:	Group Health, Safety and Wellbeing Systems Manager
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	Not Applicable
Location:	Pelaco
Employment Status:	Part-time (3 days per week - 2 days at Pelaco and 1 day work from home)
Key Relationships - internal and external	**Internal:** Facilities Team, employees that engage contractors and Health, Safety & Wellbeing Team **External:** Contractors, Service Providers, Contractor Management System Support

2. Overview of Epworth HealthCare

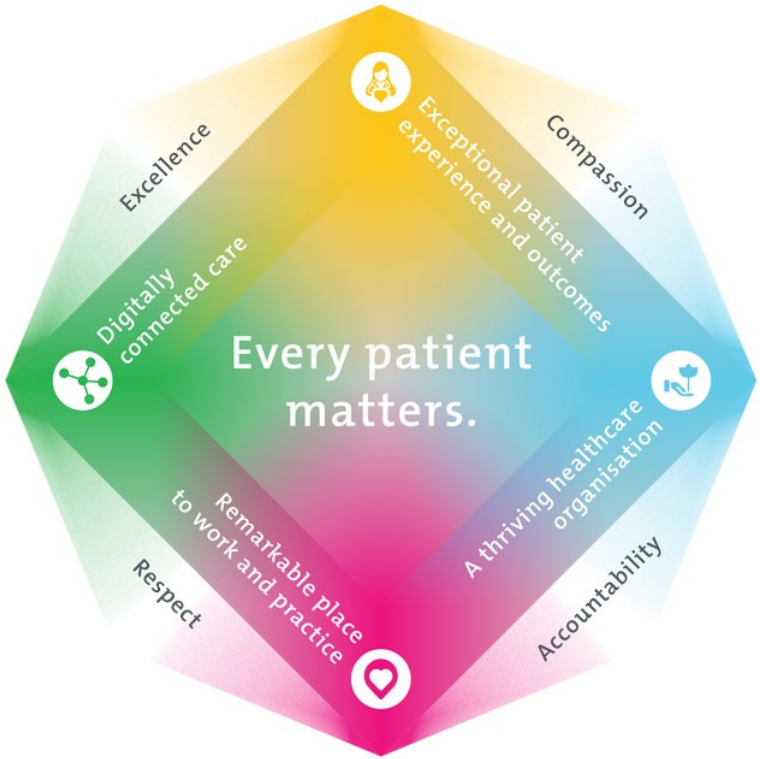
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 Safety Management Systems Administrator supports the Group Health, Safety and Wellbeing Systems Manager in the effective administration, maintenance, and continuous improvement of Epworth's Health, Safety and Wellbeing Management Systems, with a particular focus on the Contractor Management System. This role ensures contractor compliance by managing contractor records, onboarding, and permit processes.

In addition, the Safety Management Systems Administrator supports system governance, audit preparation, generating compliance reports, and actively participates in system and process improvements, including workflow optimisation, documentation standards, and reporting enhancements, to strengthen safety governance and operational efficiency.

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
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
Contractor Management System Administration • Maintain and update contractor records in the Contract Management System, ensuring all documentation (licences, insurances, SWMS, inductions) iy8s current and compliant. • Monitor contractor compliance status, follow up on missing or expired documentation, and issue reminders to contractors and contract managers. • Support onboarding and induction processes for contractors, ensuring completion of site inductions and awareness of Epworth safety protocols. • Assist with issuing and tracking work permits, ensuring alignment with Epworth protocols (e.g., Hot Work, Confined Space, Working at Heights).	Contractor Compliance Rate: 95% of active contractors with complete and current documentation in the Contractor Management System.
Compliance & Audit Support • Assist in preparing for internal and external audits of contractor management, collating evidence and documentation as required. • Support of audit administration, including improving system governance, risk-based contractor management, and central oversight of documentation. • Generate regular compliance reports for the Systems Manager, highlighting outstanding actions and risks.	Audit Action Completion: Timely completion of audit recommendations
Systems & Process Improvement • Identify and escalate non-compliance issues, supporting corrective actions and documentation of outcomes. • Contribute to the continuous improvement of the Epworth Health, Safety and Wellbeing Management System processes, including system workflows, documentation standards and reporting	Permit & Induction Completion: 100% of contractors completing required permits and inductions prior to work.

• Contribute where requested to overall system improvements implementation and system updates.	
Stakeholder Engagement & Support • Provide administrative support to the Group Health, Safety and Wellbeing Systems Manager, including scheduling, document management, and meeting preparation. • Liaise with internal stakeholders to ensure awareness of contractor activities and compliance requirements. • Respond to queries from contractors and staff regarding system use and compliance processes.	Reporting Timeliness: Accuracy and timeliness of compliance and risk reports
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. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • 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 (customers) expectations and issues	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner
Safety and Wellbeing	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures

Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	• Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	**Essential** • Certificate IV in Occupational Health & Safety **Desirable** • Experience with safety management systems or contractor management platforms (e.g. Smartek)
Previous Experience	**Essential** • Previous experience in health, safety or compliance administration **Desirable** • Experience in contractor management or facilities administration preferred
Required Knowledge & Skills	**Essential** • Understanding of Victorian OHS legislation and contractor safety requirements • Strong attention to detail and organisational skills • Proficient in Microsoft Office and online management systems • Effective written and verbal communication skills
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours	**Essential** • Commitment to Epworth values: Compassion, Accountability, Respect, Excellence • Team player, proactive and solutions-focused • Ability to manage confidential information with discretion

• Compassion • Accountability • Respect • Excellence	

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
12.11.2025		

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: _____