

Position Description



1. General Information

Position Title:	Warehouse Inventory Officer
Division/Department:	905750
Position Reports to:	Group Manager- Supply & Logistics
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Location:	
Employment Status:	Permanent Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	0
Key Relationships - internal and external	

2. Overview of Epworth HealthCare

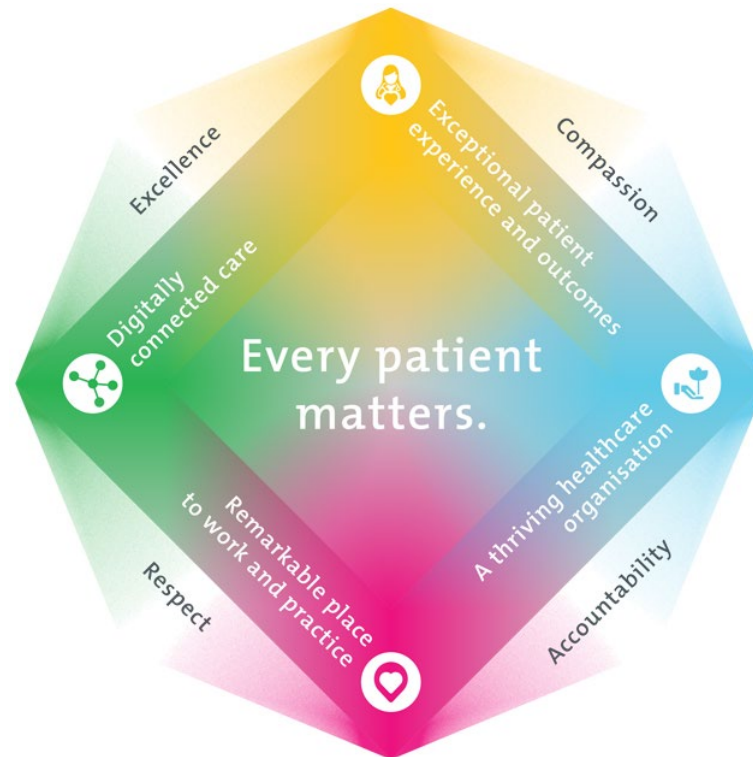
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 **Warehouse Inventory Officer (Junior)** supports warehouse and inventory operations under the direction of the Warehouse Inventory Lead. The role focuses on the accurate receipt, storage, movement, and dispatch of inventory, maintaining stock integrity and supporting efficient warehouse workflows. The position operates within established procedures and systems, assists with cycle counts and stock integrity checks, and supports external customer supply activities. The role does **not** have responsibility for purchasing, supplier contract management, or internal Epworth procurement processes.

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
• Warehouse and Inventory Management support • Contribute to the group's performance through the maintenance of stock integrity and accuracy	• Maintain fill rates consistently above 98% • System stock records aligned to physical stock with variances investigated and resolved within agreed timeframes

Position Description

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| <ul style="list-style-type: none">• Maintain stock accuracy within warehouse systems (TechOne)• Support stock movements between warehouse and external customer sites• Assist with backorder reporting as directed by the Warehouse Team Lead• Ensure visibility and availability of all material held by Epworth Healthcare• Clearly define processes and procedures to manage inventory across the group• Ensure the physical protection, security and control of all material within Supply Chain's custody.• Performing daily cycle counting of warehouse inventory & Bi-weekly site• Ensure stock takes, cycle counts and spot checks of stock are carried out regularly and in accordance with Company procedures• Be aware of and communicate to other employees and to the business, opportunities for improvement in processes, practices or procedures;• Provides support for outstanding and overdue delivery of orders, damage, and return of materials• Analyses usage to recommend appropriate min/max and stocking levels for products in the central warehouse• When required, accurately receive, store, pick and dispatch inventory• Maintain safe handling, storage, and security of inventory• Follow established warehouse procedures and work instructions• Investigate and implement sustainability initiatives that minimise waste.• Warehouse workflows and inventory allocations to maximise flow efficiency. | <ul style="list-style-type: none">• Accurate and timely stock transfers completed with correct documentation and system transactions• Backorder reports produced accurately and within agreed reporting timelines• Stock availability maintained within agreed service levels with minimal unplanned stock outs• Documented procedures followed, with periodic reviews completed• Nil preventable losses or security breaches attributable to process non compliance• Cycle counts and site counts completed as scheduled with discrepancies investigated and resolved• Compliance with company stocktake and cycle count procedures at all times• Improvement opportunities identified and raised with Warehouse Team Lead, with evidence of implemented enhancements• Issues resolved within agreed service timeframes and accurately recorded in systems• Min max levels reviewed regularly with reductions in excess or obsolete inventory• Receiving picking and dispatch accuracy consistently meeting agreed KPI levels• Zero avoidable safety incidents and compliance with WHS requirements• Consistent compliance with documented procedures and audit requirements• Reduction in expired or wasted stock and participation in sustainability initiatives |
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	Improved warehouse flow efficiency demonstrated through reduced handling time or improved pick rates
Personal and Professional Development - Participates in prescribed performance development system annually - Evaluates personal performance and plans self-development	- Completion of annual performance appraisal - Completion of objectives outlined in self-development plan (provide evidence of)
Quality Improvement - Strives to consistently improve service delivery - Actively participates in quality improvement activities within the department	- Evidence of participation in quality improvement activities - Improvement in performance of department and Epworth
Customer Service <i>(delete this information if this is a people leader position)</i> 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	
Safety and Wellbeing <i>(delete this information if this is a people leader position)</i>	

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	
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential • Minimum Year 12 or equivalent Desirable •
Previous Experience	Essential • TechOne processing • Excel • Inventory management experience in the Healthcare industry Desirable • PowerBI
Required Knowledge & Skills	Essential • Excellent computer literacy and a sound understanding of Microsoft suite • Demonstrate role model behaviour • Demonstrated effective written and verbal communication • Sound time management skills • Demonstrable excellence in customer service • Effective communication and interpersonal skills • Demonstrated training delivery • Ability to set priorities and deliver to organisational requirements

Position Description



	• Report writing and analysis- Inventory Management • Understanding of Imprest theory and use in healthcare industry • TechOne Desirable •
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	Essential • Belief in patient centred 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 Desirable • Self-motivated and self-directed

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
16/04/2026	April 2026	Scott Kerr (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: _____

Position Description

