

POSITION DESCRIPTION



Position Title	Director Support Services
Position Number	N5817
Department	Executive Services
Classification	Contract
Agreement	Health Executive Employment and Remuneration (HEER) Policy
Reports to:	Chief Executive

Position Purpose:

The Director Support Services has a key leadership role within East Grampians Health Service and is part of the Executive Team, reporting to the Chief Executive. The position is responsible to lead the Support Services team and to ensure the implementation of strategic objectives set by the Chief Executive.

The Director Support Services is accountable for the effective leadership and management of all the support services functions at EGHS including catering services, environmental services, building and infrastructure, maintenance (including contractors) and capital development projects.

Department / Unit Specific Overview

The success of East Grampians Health Service is underpinned by the work of support services at both Ararat and Willaura campuses. These services are vital to ensuring the safe, efficient and welcoming environment of EGHS.

Catering

Catering services operate 5 kitchens staffed by chefs, cooks and catering assistants across 2 campuses, working to a Cook Chill methodology providing over 400 meals a day. Ararat campus also operates and maintains a public café (Café Pyrenees) which provides food to purchase for staff, patients, visitors and the wider community. Catering services also provide up to 30 meals per day for the community Meals on Wheels programme and supports internal and external functions as required.

Environmental

Environmental Services provide cleaning and portering services to both campuses and EGHS accommodation ensuring clean and safe environments for staff and the community.

Maintenance

Maintenance services provide building, gardening and site maintenance services ensuring both Ararat and Willaura campuses are maintained and presented at a high standard. They also support the EGHS@Home program by providing maintenance and gardening services to community members. Also provided is the management and support of the EGHS Car Fleet and external contractors.

Capital Development

Project planning and management of capital development projects ensuring projects are completed to plan, are on time and within budget.



Our Values



Integrity

We value integrity, honesty and respect in all relationships



Excellence

We value excellence as the appropriate standard for all services and practices



Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



Learning Culture

We strive to continually lead and develop through education, training, mentoring and by teaching others.

Organisational Context

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute hospital, residential, home and community services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

Our Vision

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

Our Purpose

To meet people's health needs through leadership, strong partnerships and wise use of resources.

Strategic Actions

See [Strategic Plan 2023 – 2027](#).

Organisational Responsibilities

- Be aware of and work in accordance with EGHS policies and procedures, including:
 - [Victorian Public Sector - Code of Conduct](#)
 - [Confidentiality, Security and Management of Information - SOPP 24.02](#)
 - [Hand Hygiene - SOPP 70.18](#)
 - [Occupational Health and Safety - SOPP 72.09](#)
 - [Person Centred Care - SOPP 60.20](#)
 - [Safety - SOPP 72.13](#)
 - [Performance Development policy - SOPP 35.27](#)
 - [Risk Management - SOPP 74.01](#)
 - [Child Safe – SOPP 57.24](#)
- Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.



- Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
- Identify and report incidents, potential for error and near misses and support staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
- Contribute to a positive and supportive learning culture and environment for students and learners at all levels.
- Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

Responsibilities and Major Activities

- Ensure that all patients, residents, clients, visitors and staff are in a safe, efficient and welcoming environment
- The health service fabric is well maintained, clean, tidy and safe for all our staff and community
- Manage department work practices in accordance with award agreements and entitlements
- Develop and maintain strong professional relationships with internal and external stakeholders
- Participate and contribute to key decision-making processes at an executive level
- Ensure that the Chief Executive is supported in capital development and is provided with well-considered advice and developing high quality proposals
- Understand and ensure departmental managers comply with all EGHS policies including but not exclusive to recruitment, performance management, award entitlements and interpretations, mandatory education, leave management and workforce planning
- Ensure annual operational and capital expenditure budgets are complete in conjunction with the Chief Executive and the Director of Finance
- Chair Committees: Emergency Management & Security, Capital Development and relevant sub-committee meetings
- OH&S – Safety officer
- Assist in the coordination and monitor emergency management procedures and response
- Ensure the organisation meets current cleaning standards, food safety standards and compliance throughout EGHS
- Facilitation, enhance and support the professional education, growth and development of staff within Support Services



Key Performance Indicators

Key performance measures are how you demonstrate meeting the responsibilities of the position. These measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first six months of appointment and then reviewed on an annual basis.

- Demonstrates practice within the Vision, Mission and Values of EGHS.
- Demonstrates understanding, application of knowledge and implementation of the organisation's governance framework to ensure the provision of high quality health care through continuous improvement.
- Demonstrates leadership and application of knowledge to operate within the agreed budget for the Department and facility and the organisation's Financial Management framework.
- Demonstrates commitment to personal and professional development and participate as an active member of a team.
- Demonstrates knowledge and application of skills to ensure the organisation's information management goals are met.
- Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for employees, consumers and visitors

Key Selection Criteria

Essential Criteria:

- Outstanding leadership qualities.
- Operational experience in a rural health service including facility management, food and environmental services.
- Experience in organisational planning, development and change management particularly related to capital development and general building works.
- An in-depth and current knowledge of healthcare issues and management with a proven record in developing, coordinating and working with a team.
- Proven record in developing, coordinating and leading teams.
- Demonstrated excellent written and oral communication skills, including the ability to influence and negotiate in a sensitive and effective manner.
- Appropriate Tertiary qualification in Business Management / Project Management or related field or equivalent education and / or high level experience in the healthcare industry.
- Demonstrated ability to establish and maintain professional relationships with key stakeholders within the Department of Health, other health services, EGHS and the community.



Must comply to having or completion of:

- National Police Check (renewed every 3 years)
- Working with Children Check (renewed every 5 years)
- Immunisation requirements (annually)

Acknowledgement

Employee Name	
Employee Signature	Date
Approved by Manager	Date
Manager by Name	Date
Developed By Name	Nick Bush
Developed by Title	Chief Executive

