

<b>Position Definition</b>	
Position:	Hotel Services Team Leader
Agreement:	Health and Allied services
Classification:	HS3-4
Position reports to:	General Manager Support Services
Effective date:	31/3/2022
Approved by:	Chief Executive Officer

<b>Organisational Context</b>
<p>Yea &amp; District Memorial Hospital (YDMH) provides acute, aged and community healthcare, to people of all ages from the Yea &amp; surrounding western Murrindindi district communities.</p> <p>Our services have a strong focus on person centred care.</p> <p>YDMH partners with General Practitioners, Hospitals, the three levels of government, local agencies and community members to achieve a universal primary healthcare system.</p> <p>YDMH is a small rural health service. It is funded by state and commonwealth government grants and other self-managed revenue activities. It is governed by a Board of Directors selected by the Minister for Health and appointed by the Governor in Council.</p> <p>YDMH Vision – An exceptional rural health service serving and engaging our local community.</p> <p>YDMH Values – Integrity, Respect, Accountability, Responsiveness &amp; Impartiality</p> <p>As a supervisor it is expected that the incumbent will model the values of the health service and leadership team and provide effective leadership, consistent with YDMH's leadership approach and leadership framework.</p>

<b>Purpose and Scope</b>
<p>To provide leadership and supervision for hotel services within YDMH. The position holds responsibility for overseeing the day to day operations of food and environmental services. The Hotel Services Supervisor is a member of the management team and works closely with the General Manager of Support Services to enable the delivery of high-quality hotel services.</p>

Key Responsibilities and Duties	
Service delivery:	<p>The key responsibilities are to:</p> <ul style="list-style-type: none"> <li>• Provide effective day to day supervision of hotel services;</li> <li>• Ensure patients, clients and residents are provided with nutritious, delicious and aesthetically pleasing food;</li> <li>• Support the maintenance, replacement and strategic acquisition of infrastructure, plant and equipment required to provide a high-quality hotel services, consistent with YDMH role delineation and including negotiating effectively with suppliers to achieve competitive prices;</li> <li>• Support compliant and efficient procurement of supplies for the day to day operations of hotel services;</li> <li>• Assist in the development of, and coordinate the implementation of YDMH policies and procedures as they relate to hotel services;</li> <li>• Participate in YDMH working groups and committees as appropriate;</li> <li>• Support the development and implementation of YDMH people management and workforce development framework/s;</li> <li>• Recruit staff, within an agreed staff profile, with the capability to meet the service delivery and strategic needs of hotel services.</li> </ul>
Organisational:	<ul style="list-style-type: none"> <li>• Manage time and prioritise issues, given that role has multiple competing priorities;</li> <li>• Undertake the role in accordance with the organisation's delegation of authority;</li> <li>• Actively participate in quality activities and accreditation processes in accordance with standard practice;</li> <li>• Manage OH&amp;S consistent with overall OH&amp;S programs, policies and procedures within YDMH, including: <ul style="list-style-type: none"> <li>○ Looking after your own health</li> <li>○ Looking out for the health and safety of others in the workplace</li> <li>○ Following safe work practices</li> <li>○ Reporting hazards and injuries</li> <li>○ Participating in agency health promotion initiatives</li> <li>○ Support healthy lifestyle choices for staff</li> </ul> </li> <li>• Contribute extensively to the implementation of an annual capability development (training) plan and facilitate the same for all hotel services staff;</li> <li>• Support patient, resident, client and community participation in decisions in all aspects of the service;</li> <li>• Work within YDMH's policies, procedures and code of conduct;</li> <li>• Remain 100% compliant with mandatory and specific competencies and education as it relates to your specific role and responsibility as per the YDMH Mandatory Training Policy.</li> </ul>
Leadership:	<ul style="list-style-type: none"> <li>• Together with the GMSS, lead a high performing positive culture, that values ethical conduct, and inter-disciplinary collaboration;</li> <li>• Maintain productive working relationships both internally and with external agencies;</li> <li>• Support all staff to share our vision and to develop a strong commitment to achieving our mission and strategic objectives;</li> <li>• Live our values and support others to do the same.</li> </ul>

<b>Key Responsibilities and Duties</b>	
Management:	<ul style="list-style-type: none"> <li>• Develop rosters for hotel services that are consistent with relevant EBAs and provide for a safe and healthy work environment;</li> <li>• Directly supervise hotel services staff including working with staff to gain a detailed understanding of their roles;</li> <li>• Check in with staff on a regular basis, both individually and together, through regular team meetings;</li> <li>• Provide staff with the opportunity to put forward ideas to help us to continuously improve our services and to have their concerns heard and addressed as appropriate.</li> </ul>
Financial:	<ul style="list-style-type: none"> <li>• Manage Support Services efficiently and effectively in order to achieve strategic and operational objectives;</li> <li>• Achieve budget within your responsibility areas;</li> <li>• Contribute to the development of budgets for your responsibility areas;</li> <li>• Assist in the development of sound business cases to support innovation, business development and improvements in efficiency.</li> </ul>

<b>Core Competencies, Attributes and Capabilities</b>	
Professional:	<ul style="list-style-type: none"> <li>• Demonstrate a high standard of ethical behaviour and professional practice.</li> </ul>
Client orientation:	<ul style="list-style-type: none"> <li>• Support a culture that places a very high value on person centred care and excellent customer service;</li> <li>• Support patient, client and community participation in decisions relating to all aspects of the health service.</li> </ul>
Interpersonal:	<ul style="list-style-type: none"> <li>• Promote and maintain harmonious staff relationships;</li> <li>• Communicate with respect and empathy at all times.</li> </ul>
Leadership:	<ul style="list-style-type: none"> <li>• Capable: Leads Self;</li> <li>• Capable: Engages others;</li> <li>• Achieves desired outcomes;</li> <li>• Enables and supports innovation;</li> <li>• Shapes systems.</li> </ul>
Management:	<ul style="list-style-type: none"> <li>• Developing: Financial management;</li> <li>• Capable: People management;</li> <li>• Capable: Team development;</li> <li>• Developing: Information and knowledge management;</li> <li>• Capable: Person-centred care and customer service;</li> <li>• Developing: Continuous improvement and innovation methodologies;</li> <li>• Capable: Occupational health and safety.</li> </ul>
Computer:	<ul style="list-style-type: none"> <li>• Capable: Use of Office Suite.</li> </ul>

<b>Key Selection Criteria</b>	
Mandatory:	<ul style="list-style-type: none"> <li>• Relevant supervisory experience;</li> <li>• Relevant technical or tertiary qualification at Certificate 4 level or above.</li> </ul>
<i>Successful applicants are required to provide certified copies of the mandatory qualifications listed in the above section.</i>	
Desirable:	<ul style="list-style-type: none"> <li>• Diploma level qualification or higher or preparedness to undertake same;</li> <li>• Experience supervising hotel services in a public healthcare environment.</li> </ul>

Conditions of Employment	
Remuneration:	<ul style="list-style-type: none"> <li>The employee will be paid in accordance with the Award/Agreement;</li> <li>Salary Packaging is available for permanent and fixed term employees, in accordance with prevailing legislation and YDMH Policy.</li> </ul>
Location:	<ul style="list-style-type: none"> <li>Yea</li> </ul>
Hours of duty:	<ul style="list-style-type: none"> <li>Flexible hours up to 32 per week, working a minimum of 4 days and maximum of 5 days per week.</li> </ul>
Pre-employment checks:	<ul style="list-style-type: none"> <li>A Police Check is mandatory. In accordance with YDMH Policy, relevant convictions will be taken into consideration when considering applicants for this position;</li> <li>All employees of YDMH must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment;</li> <li>YDMH employees who are engaged in direct client care are required to complete the YDMH Staff immunisation record form, confirming their consent to receive or declaration that they have received the recommended vaccinations.</li> </ul>
Probationary period:	<ul style="list-style-type: none"> <li>Confirmation of new employees to YDMH is subject to a 6-month probationary period, during which time the employee must demonstrate satisfactory capability to perform the Key Responsibilities and Duties. This probationary period is regarded as an extension of the interview process.</li> </ul>

**Acknowledgement**

***Position Descriptions may be modified from time to time in accordance with YDMH Policy, relevant Awards, Agreements or Legislative amendments.***  
***Awards and Agreements may be modified or replaced in accordance with the Fair Work Act 2009.***

I acknowledge:

- That I have read and fully understand the Position Description.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Yea and District Memorial Hospital may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by (Print Name): \_\_\_\_\_

Signature: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Senior Manager \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

<b>Validated by:</b>	<b>CEO</b>
<b>Reviewed:</b>	
<b>Review Date:</b>	<b>April 2024</b>

*Yea & District Memorial Hospital is an equal opportunity employer who respects the diversity within our world and is inclusive of our community's diversity including Aboriginal and Torres Strait Islander people, Lesbian, Gay, Transsexual, Bisexual and Intersex, varying age groups, cultural backgrounds and abilities.*