

Position Title:	Environmental Services Coordinator
Reports to:	Manager Corporate Support Services
Department:	Environmental Services
Directorate:	Capital Projects, Infrastructure and Support Services
Cost centre:	R0404
Code & classification:	Grade 4 (HS4 – HS29)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca, Wodonga and Euroa. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, therefore employment within GV Health is conditional upon evidence of having been vaccinated.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2019-23* to link GV Health’s purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

Reporting to the Manager Corporate Support Services (MCSS) the Environmental Services Coordinator is responsible for all aspects of managing the daily operations of the Environmental Services department including cleaning, portering, waste management and linen and must be able to demonstrate a high degree of independence and autonomy in exercising these responsibilities.

The Environmental Services Coordinator ensures compliance with GV Health’s Cleaning Program ensuring that at all times it meets the Cleaning Standards for Victorian Health Facilities as well as all other infection control and accreditation standards. The Environmental Services Coordinator provides advice and support on cleaning services to GV Health external campuses including Grutzner House, Wanyarra and Tatura campuses and external services and projects as required.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Lead by example in the promotion of GV Health’s CREATE Program
- Ensure strong lines of communication with the Manager Corporate Support Services MCSS including provision of such information, reports and support required to effectively manage the Division
- Escalate significant issues including risks to operational, Wellbeing Health & Safety, employee relations and culture to the MCSS in a timely manner
- Ensure the effective management of Environmental Services to deliver the best value quality services, forward planning, meeting of objectives, management of priorities and the appropriate delegation of responsibilities
- Assist with the preparation, implementation and management of the departmental budgets and business plans that focus on the effective use of internal resources, planning of the strategic direction and operational requirements for the department for the provision of quality services
- Ensure structuring and maintenance of an efficient rostering system to ensure best use of and appropriate level of labour and resources is available at all times within budget constraints
- Ensure compliance with Regulations, Australian Standards, Infection Control, Workplace Health Safety and Wellbeing and relevant industry standards pertaining to cleaning and National Safety and Quality Health Service Standards including development of documents, templates, training packages and records to achieve this
- Actively seek ways to improve work efficiency and identify areas where opportunities for business improvements can be realised
- Active participation in quality improvement initiatives
- Daily duties are managed in accordance with peaks and troughs in activity to ensure completion of all duties within agreed timeframes
- Performance of team members is consistent and is proactively and reactively managed to ensure objectives are achieved including conducting formal meetings with employees. More complex matters are escalated
- Onboarding requirements are completed for all new employees
- Complaints from employees and customers are responded to, resolved and escalated where required
- Assist in the hiring and termination of employees as required
- Ensure that workplace safety is the responsibility of all staff



- Working with the Health Safety and Wellbeing Department and the Injury Management Team devise return to work programs reflecting medicals restrictions. Provide suitable duties and ensure staff members abide within these restrictions during their recovery
- Plan, organise and implement identified major work practice/process projects and reforms as required
- Administer and promote sound communication and education within the department by conducting regular staff meetings
- Monitor and minimise wastage in accordance with GV Health's Environmental Management Plan
- Management of inventory minimising waste and maintaining adequate lean supplies
- Provide a high quality service to internal customers and consumers that reflects best practice and value adds to GV Health service provision
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR NON CLINICAL EMPLOYEES:

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.



KEY PERFORMANCE INDICATORS:

- The Environmental Services department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Rosters are managed to safely meet all peaks and troughs of activity
- Staff employment FTE is in accordance with budget
- Identified reports are prepared and submitted within time frames
- VHIMS reports and incidents are investigated and closed with appropriate recommendations implemented in accordance with organisational policy and procedure within allocated time frames
- Performance and development reviews are completed on time
- Quality, safety and risk plans and activities are implemented in accordance with the relevant frameworks and procedures
- 80% attendance and active participation at committees, working groups and meetings
- Full compliance with all legislative and accreditation requirements
- Human resource management is actioned in a timely manner and in accordance with GV Health policies and procedures

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health 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).

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Current Knowledge of healthcare facility cleaning requirements
- Knowledge of current cleaning equipment and practice
- Minimum 3 years demonstrated experience in supervision of large number of staff
- Demonstrated compliance with workplace Regulations, Australian Standards, Infection Control, Workplace Health Safety and Wellbeing and relevant industry standards
- Experience cleaning in a healthcare environment
- Proficiency with computer systems and advanced working knowledge of MS Office, database and reporting systems.
- Excellent leadership, interpersonal and communication skills
- Highly developed written and verbal skills
- Demonstrated experience rostering a large and varied departmental workforce
- Flexible working hours
- Demonstrated ability to set and manage a budget
- Demonstrated skills in team building
- Evidence of full immunisation against COVID-19 and Influenza
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment

- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

CLERICAL / ADMINISTRATION ROLE
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling, lifting) ▪ sitting, standing, bending, reaching, holding, lifting ▪ computer work, data entry ▪ general clerical at varying levels , ▪ use of personal protective equipment ▪ handling general waste ▪ pushing and pulling trolleys / filing ▪ work at other locations may be required ▪ shift work in some roles ▪ driving motor vehicles ▪ dealing with anxious or upset consumers or members of the public

Reviewed by	Director Corporate Support Services
Issued	August 2024
Reviewed	August 2025

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health 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)