

## Yarram & District Health Service Position Description



### Position overview

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<b>Position Title:</b>	Hotel Services Manager
<b>Directorate:</b>	Corporate Services
<b>Classification:</b>	TBD - depending on qualifications
<b>Enterprise Agreement:</b>	TBD - depending on qualifications
<b>Reports to:</b>	Director Corporate Services

### About YDHS

The Yarram and District Health Service (YDHS) is located in Yarram, 220 kilometres southeast of Melbourne along the South Gippsland Highway in rural Victoria. Yarram is situated 73 kilometres southwest of Sale and 62 kilometres southeast of Traralgon.

We provide our community with a wide range of services, including Acute Inpatient services, Dialysis, Urgent Care, Aged Care, Respite Care, Primary Health, Community Services, and an Integrated Health Care Centre. At YDHS, our consumers and community are at the heart of every decision we make.

We aim to attract and retain the best staff to deliver exceptional service to our community. YDHS fosters an environment that promotes and develops opportunities for innovation, leadership, and collaboration. Our commitment is to make YDHS a Centre of Excellence in everything we do.

### Position Description

The Hotel Services Manager (HSM) is responsible for the day-to-day management of the Environmental Services and Food Services teams at YDHS, ensuring high performance standards are maintained.

The HSM is expected to provide a first-level response to general issues that may arise and to appropriately escalate complex matters as required. Excellent judgment is essential for this role.

### Responsibilities

- **Operational Management:** Effectively manage the daily operations of Environmental Services and Food Services, adhering to the Victorian Public Hospitals Cleaning Standards, YDHS Food Safety Plan, relevant accreditation requirements, Aged Care standards, YDHS strategic plan, policies, protocols, and budgetary guidelines.
- **Team Leadership:** Lead and manage the team's performance, culture, training, motivation, conflict resolution, and wellbeing to ensure excellent operational outcomes and foster a positive team environment.
- **Best Practice and Compliance:** Ensure all Hotel Service areas demonstrate best practices by developing appropriate policies and ensuring compliance with relevant standards.
- **Escalation of Issues:** Escalate appropriate matters to the Executive, including those outside the delegation framework for this position.

- **Infection Control Collaboration:** Work closely with infection control to ensure Hotel Services staff are trained and committed to maintaining high levels of infection control in line with guidelines.
- **Waste Management:** Oversee the handling, collection, storage, and disposal of waste, identifying areas for improvement in accordance with the YDHS environmental plan and waste management guidelines.
- **Customer Focus:** Be customer-focused and committed to providing excellent services for patients, residents, staff, visitors, the community, and the environment.
- **Professional Conduct:** Act in a professional and confidential manner at all times, positively promoting the Health Service.
- **Interdepartmental Relations:** Foster effective relationships between departments and with Hotel Services staff by actively communicating with and supporting your teams.
- **Change Leadership:** Be a change leader by identifying new innovations, products, and processes, and driving the change management process to align with YDHS organisational strategy and relevant Enterprise Agreements

## Responsibility and Accountability for Strict Financial Management

- **Financial Oversight:** Ensure strict financial management by monitoring and controlling budgets, expenses, and financial resources in accordance with YDHS policies and procedures.
- **Budget Adherence:** Maintain accountability for adhering to budgetary constraints and making fiscally responsible decisions that align with the organizational goals.
- **Financial Reporting:** Prepare accurate and timely financial reports, providing clear and transparent financial information to relevant stakeholders.
- **Cost Efficiency:** Identify and implement cost-saving measures without compromising the quality of services.
- **Compliance:** Ensure compliance with all financial regulations, standards, and audits, maintaining the highest levels of integrity and accountability.
- **Resource Allocation:** Allocate financial resources efficiently to support strategic initiatives and operational needs.
- **Risk Management:** Assess and manage financial risks, developing strategies to mitigate potential financial challenges.
- **Continuous Improvement:** Continuously seek opportunities to improve financial processes and systems, enhancing overall financial performance and sustainability.

## Key Selection Criteria

### Mandatory:

- **Commitment to YDHS Values:** Demonstrates a strong commitment to the values upheld by YDHS.
- **Industry Experience:** Relevant experience in Environmental Services and Food Services or a similar field, including staff management, budgetary oversight, and strategic planning.
- **Efficient Operations:** Proactive in operating efficiently without micro-managing.
- **Computer Literacy:** Proficient in computer use, including the Microsoft Office Suite.
- **Customer Service Skills:** Outstanding people and outcome-focused customer service skills.
- **Interpersonal Skills:** Excellent interpersonal skills to lead teams to successful outcomes and foster a positive team environment.
- **Problem-Solving Ability:** Aptitude for independent problem-solving and managing multiple priorities to meet and exceed deadlines.
- **Self-Motivation and Innovation:** Self-motivated, showing initiative and innovative thinking.
- **Confidentiality:** Understands and protects confidentiality at all times.
- **Attention to Detail:** Ensures attention to detail and demonstrates understanding of relevant standards, policies, and protocols.
- **Driver's Licence:** Holds a current Victorian Driver's Licence.

## Responsibility and Accountability for Strict Financial Management

- **Respect and Dignity:** Ensure all clients, their families, visitors, and colleagues are treated with respect and dignity.
- **Collaboration:** Listen to and collaborate with clients to understand their personal experiences, providing flexible care that aligns with their unique characteristics and supports them in living their best life.
- **Health Education:** Support clients in understanding and learning about their health.
- **Client Involvement:** Involve clients and their advocates in healthcare decisions.
- **Clear Communication:** Clearly explain treatment options using easy-to-understand language and avoiding jargon.
- **Respect for Decisions:** Respect the healthcare decisions made by clients.
- **Non-Discriminatory Practice:** Ensure your practice and the services provided to consumers are free from discrimination based on age, gender, gender identity, sexual orientation, disability, employment status, cultural background, or religious beliefs.

## Requirements

YDHS is responsible for employing and contracting to employees who meet stringent community and public sector expectations. Applicants shall be required to provide and maintain:

- An original National Police Record Check completed within the last twelve (12) months prior to commencement.
- An employee Working with Children Check.
- An NDIS Worker Screening Check.
- Relevant professional registrations.
- Complete a Pre-existing injury declaration form.
- Undergo any other relevant checks, education or licencing as directed at own cost.
- Provide evidence of three (3) doses of the Covid-19 vaccine.

## Employee Agreement

I have read and understand the above position description and acknowledge this position description reflect in general the duties, responsibilities and accountabilities of this position and other duties may be required to successfully perform my duties.

I understand the above inherent requirements of the role and I can safely perform the duties this position as outlined.

I am committed to the YDHS vision, mission, values and strategic plan.

**Employee name:** \_\_\_\_\_

**Employee signature:** \_\_\_\_\_

**Director name:** \_\_\_\_\_

**Director signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Version control** \_\_\_\_\_

**Written:** 09/2020 \_\_\_\_\_

**Reviewed:** 09/2023, 07/2024 \_\_\_\_\_