Hollywood Private Hospital is a large and busy private hospital licensed to treat more than 650 patients a day. It has 10 operating theatres, 3 gastro procedure rooms, 3 angiography suites, a day surgery procedure room, and two strata titled medical centres with more than 130 consulting rooms in total…..all this and with plans for further expansion soon!

Some of the benefits Hollywood offers staff include free on-site parking, access to child care facilities and hospital based school holiday programs; range of health and fitness programs; a supportive working environment, ongoing training and development opportunities and more.

Please visit …www.hollywood.ramsayhealth.com.au for more information.

OUR VISION AND MOTTO

** ** VISION ** **

Leading the way in health care provision

** ** MOTTO ** **

People caring for people
CODE OF BEHAVIOUR

In addition to your specific duties, your behaviour while performing your duties should at all times be in accordance with the Hospital’s Core Values and Principles of Service.

CORE VALUES

Respect for the individual
At Hollywood we believe in treating our patient/customer holistically, as someone who deserves our best in assisting them to reach a desired outcome. Our energy and skill is offered in the pursuit of our job and Hollywood supports its staff and helps to celebrate their successes. We pursue professional and personal development and are supportive of our co-workers. We strive for integrity, credibility and respect for the individual.

Pursuit of excellence
Hollywood is committed to building a reputation for leading the way as a health care provider through quality of care and service. Excellence is a dynamic state and to achieve excellence we are innovative and look beyond the boundaries of our positions within the organisation. We take pride in our work and actively seek new ways of doing things better.

Teamwork
We work as a team to achieve the strategic goals of the organisation. Each staff member’s contribution to creating a flexible, trusting, caring and supportive team environment is valued. We build constructive relationships to achieve positive outcomes for all. It is our responsibility to recognise the value of others and contribute to the success of the team and that of the hospital.

Contribution to the community
Hollywood’s community includes our patients, ex-service organisations, service organisations, the health professions and the wider community. Through our communities we actively promote the interests of the health care industry. We each play a vital role in contributing to the community and assist in strengthening our relationships through good communication and by striving for mutual benefit.

The Hollywood spirit
We bring to Hollywood our energy and creativity. We work hard and have fun. Our qualifications include honesty, integrity, loyalty, commitment and enthusiasm. We are caring, progressive, enjoy our work and use a positive spirit to get things done. We have a ‘can do’ attitude which has no boundaries.
PRINCIPLES OF SERVICE

1. Our MOTTO is “Caring for you is our commitment”.

2. Be an ambassador of Hollywood Private Hospital in and outside the workplace. Always talk positively and do not discuss internal problems in public areas.

3. Always maintain an appropriate environment by limiting noise and keeping areas free from clutter.

4. Use proper telephone etiquette. Start with a greeting, identify your organisation/department and then yourself and offer to help the caller.

5. Participate in and support the hospital’s quality approach.

6. Treat your customer just as you would want to be treated.

7. If you receive a customer complaint, own the complaint. Customers who complain are often giving you an opportunity to win back their support.

8. Acknowledge the four basic customer needs:
   - To feel understood
   - To feel welcome
   - To feel important
   - To be comfortable

9. Code of dress is important. Be appropriately attired at all times. Wear proper, safe and clean footwear. Take pride and care in your personal appearance.

10. Courtesy is reflected in your attitude, words and actions.
POSITION DESCRIPTION

POSITION: HOSPITAL SUPPLY OFFICER

KEY FUNCTIONS AND RESPONSIBILITIES

Position Summary:
- To provide a supply service (including receipt, processing, storage and delivery) of medical and non-medical consumables and other items to Hollywood Private Hospital.

Imprest Control
- Count stock levels in the hospital’s Imprest areas. Download Imprest data into the computerised inventory system and create picking slips.
- Pick and pack Imprest stock. Deliver to Imprest areas and put away in an efficient, tidy and safe manner.
- Keep the hospital Imprest areas organised, tidy and correctly labeled.
- Liaise regularly with the department managers in regards to their Imprest needs.
- Assist hospital staff with queries regarding Imprest areas and stock.
- Monitor Imprest areas and advise Inventory Controller and/or Supply Manager of issues (over stocking, under stocking, incorrect labeling etc).

Inventory, Receivals and Delivery
- Unpack, check, label, split into delivery units and store all stock and other items as directed.
- Maintain all stock and other items stored in the Supply Department Store in an organised, tidy and safe manner. Ensure stock rotation.
- Deliver to all Departments all and any stock and other items in a prompt, safe and efficient manner. Obtain confirmation signatures where necessary.
- Perform stocktaking duties;
- Operate the Supply Department’s over-the-counter requisition supply service.
- Assist and relieve the Receivals Officer in accepting and unloading all deliveries. Process invoices on the computerised inventory system if appropriate.
- Assist and relieve the Inventory Controller where necessary.
- Provide assistance and advice on stock issues to all hospital management and staff.

Other
- Maintain and operate in a safe manner the Supply Department’s equipment including forklifts, delivery trolleys, labeling equipment and tow motors.
- Keep clean, tidy and organised all the Supply Department’s work areas including receivals, storage, office, containers, shelves, tearoom, toilets and showers.
- Participate in on-going quality improvement and accreditation activities as required;
- Performs duties in accordance with Hospital policies, guidelines and relevant legislation including:
  - Equal Opportunity Act 1984
  - Occupational Safety and Health Act 1984
  - Poisons Act 1964
  - HPH Infection Control Guidelines 2005
  - Privacy Amendment (Private Sector) Act 2000
- Supports and participates in achievement of the unit quality plan.
- Contributes to the resolution of complaints related to patient care and service delivery.
Patient and organization privacy and confidentiality is respected.
Assists in identification of developmental needs for unit and contributes to in-service education.
Participates in the mentoring of staff.
Other duties as directed by the Supply Manager.

**Occupational Safety and Health**

- Work in accordance with all safe working policies/procedures of the facility
- Take reasonable care of themselves and others who may be affected by their actions
- Take all actions to avoid, eliminate or minimise hazards
- Seek information to make sure they are able to competently and safely perform any work they undertake and are aware of the risks and hazards associated with their work
- Report all incidents/ injuries
- Attend all mandatory training as scheduled by their facility
HOLLYWOOD PRIVATE HOSPITAL

SELECTION CRITERIA

POSITION: HOSPITAL SUPPLY OFFICER - STORES

ESSENTIAL CRITERIA:

- Proven skill in working successfully in a highly organised and systematic manner in a service focussed and busy environment.
- Good written & verbal communication skills including the use of e-mail.
- Experience in warehousing and/or logistics.
- Proven understanding of “just in time” and min/max stock control principles.
- Proven ability to use initiative, self motivate and work with minimal supervision.
- Proven commitment to providing an efficient, helpful and friendly service to customers.
- Proven ability to successfully undertake complex tasks and meet deadlines.
- Proven commitment to continual quality improvement.
- Good interpersonal skills and proven commitment to teamwork.

DESIRABLE CRITERIA:

- Experience in working in a supply organisation with a large and diverse computer controlled inventory.
- Previous experience in the Healthcare Sector;
- Computer skills including Word and Excel.
- Valid license to operate a forklift.
- Experience using a materials management computer software system (Pronto, SAP or similar).
TERMS & CONDITIONS OF EMPLOYMENT

Your terms and conditions of employment are as per the Hollywood Private Hospital (ALHMWU) Enterprise Agreement 1999. In summary this provides for the following:

**Probationary Period:**
Your employment will be subject to a probationary period of three (3) months from your commencement with Hollywood Private Hospital.

**Leave entitlements:**
Annual Leave:
You are entitled to four weeks paid leave at the completion of each 12 months continuous service. This entitlement accrues pro-rata on a weekly basis and will be cumulative from year to year.

Sick Leave:
You will receive 10 days of paid sick leave for each period of 12 months continuous service. This entitlement also accrues pro-rata on a weekly basis and will be cumulative from year to year.

**Remuneration:**
Your salary is determined in accordance with your Agreement. Payment is made fortnightly into the bank, building society or credit union that you nominate. Monies are available on the Thursday afternoon of the pay week.

**ADDITIONAL STAFF AMENITIES:**

**Child Care Facilities**
Hollywood Private Hospital employees have access to the childcare coordinator of the health services family association.

Please call Nicole Walker and she can schedule to visit you at Hollywood at a convenient time to discuss your needs. She is available at the centre on 9346 3238 or mobile 0404 496 844. There are notices up in the Canteen/Lunch room near the exit so you can see what programs are available and also give you information on government changes to the cost of childcare and help with fee relief.

Health Services Family Association, Located between Sir Charles Gairdner and Hollywood Private Hospital provides Before and After School Childcare and Vacation /Holiday Care for children aged 4 – 15yrs. The centre cares for hospital staff from Sir Charles Gairdner Hospital and Hollywood Private Hospital.

**Employee Assistance Program**
An employee assistance program (EAP) provides short term counselling and support to all employees and their immediate family members.
For a confidential appointment for counselling/coaching on work related or personal matters call PPC Group, on 1300 361 008

For more details visit www.ppconline.info/au or the HR Department on ext 6341 or 6618.

Your attendance and issue of concern are kept strictly confidential.