

POSITION DESCRIPTION

Position Title:	Team Leader
Business Unit/Department:	Engineering Services
Division:	Health Support Services
Award/Agreement:	Health and Allied Services Managers and Administrative
Classification:	Grade 4 – Level 1 to 5 (HS4 to HS29)
Reports To:	Facilities Manager- Engineering Services
Direct Reports:	None
Date Prepared/Updated:	2 January 2025

Position Purpose

The Team Leader role is to assist the Facility Manager in maintaining the integrity of systems in support of heating, ventilation, air-conditioning, hot water, electrical, emergency, safe drinking water and safe sterilisation. You will work closely with the Trade Staff Team Leader to ensure the daily running of the sites are maintained to a high standard.

As a member of the asset custodian team, be at the forefront of contributing to asset renewal & replacement.

The role is such, that you can be called on to attend all Western Health sites which include: Sunshine Hospital, Williamstown Hospital, Footscray Hospital, Bacchus Marsh Hospital, Sunbury Hospital and various satellite sites that Western Health own/manage.

This full-time role will see you working Monday – Friday and partaking in the Primary on Call roster on a rotation basis.

Due to the nature of the Department and this role, out of hours work may be required from time to time.

Business Unit Overview

The Engineering Services Department at Western Health are committed to ensuring that all buildings, grounds, services, plant, equipment, machinery, furniture & fittings perform efficiently, are maintained and serviced in such a manner that they provide a safe and pleasant environment for patients, staff and visitors to the hospital.

Key Responsibilities

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- Be the point of call for all external service providers carrying out work for the FM team & ensure all are inducted prior to carrying out work
- Approve external Contractors' Permits to work & other permits that are required to perform their tasks.
- Contribute to the delivery of the Operational Plan requirements of your Department/Division, through efficient and effective utilisation of time, resources and equipment.
- Maintain an acceptable level of attendance and adhere to Western Health policies and procedures pertaining to annual leave, personal leave and other leave as appropriate.
- Report equipment failures & rectification requirements to the Facility Manager immediately where critical equipment pertaining to the daily running of the site will be impacted
- Maintain and document maintenance history including cost and frequency of corrective and planned maintenance
- Participate in after-hours Primary on-call roster
- Review and report on the call out register when critical assets are the subject of the call. Where possible minimize call-outs by recommending/implementing preventative maintenance or rectifications that prevent further asset failures
- As part of being a member of the asset custodian team, carry out regular inspections of all plant & capture any issues prior to failure.
- Carry out inspections, checks, maintenance and repair Electrical (A Class licence required), Natural Gas (Relevant Plumbing licence & registration required), Medical Gases, Water and Sewerage Systems and other hospital specific systems.
- Assist with testing of Emergency generators, emergency equipment and statutory compliances.
- Ensure all external work orders & service requests are being completed in a timely manner.
- Review Contractor Service Reports and ensure service and maintenance is being completed to the manufacturer's standard.
- Review the purchase of goods and confirm they are linked to a specific Purchase/work order.
- Contribute to plant & equipment performance plans.
- Overall understanding of Electrical, Mechanical and Hydraulic Services.
- Support the Facility Manager in the day to day running of the site (issues as they arise).
- Raising purchase orders, reviewing Service Reports.
- Contribute to the 'best care' and 'customer service' culture.
- Identify and communicate to your FM, any potential sources of waste minimisation within department/unit, and/or any processes and systems that could be improved
- In Lieu of the Trade Staff Team Leader being unavailable, carry out essential tasks including but not exclusive to: Daily Team meeting, distribution of work orders to the Trade Team, assist with inquiries from site department managers.

Service Management:

- Ensure the daily DOS correspondence is sent to FM daily, prior to 8:30am
- Service reports to be escalated to FM as required
- Engage with a wide range of internal and external stakeholders (if relevant) to facilitate and pursue current, planned and future solutions
- Coordinate internal service disruptions for works as required
- Create asset master data records – as required
- Attend Code Yellows & report to Incident Commander during Code Reds, complete RiskMan records as required
- Support, and contribute to, quality and continuous improvement activities
- Monitor adherence to the Preventative Maintenance schedules for third party works
- Assist with corrective and preventative maintenance scheduling as required
- Identify and resolve technical problems
- Input into any capital development and strategic development plans for the site.

Attributes:

- Contributing to the 'best care' and 'customer service' culture
- An ability to be self-motivated, confident and a 'go-getter'
- Excellent organisational and time management skills
- Exceptional oral and written communication and comprehension skills
- Maintain an overall understanding of Electrical, Mechanical and Hydraulic Services.
- Maintain solid relationships with all stakeholders
- Maintain an acceptable level of attendance and adhere to Western Health policies and procedures

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- pertaining to annual leave, personal leave and other leave as appropriate
- Have a continuous improvement mindset

Software:

- Review and update assets on asset management software as required
- Champion the implementation of processes which link Assets to Purchase Orders Invoices, Service and Maintenance Agreements and Service Reports
- Participate in any technology or business change and improvement initiatives as a custodian of the FM systems of work.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Director Operations, Engineering Services (DOES)
- Director Operations, HSS
- Capital Development Project Managers
- Asset Manager, Facility Managers, Chief Biomedical Engineer
- Engineering Services Leadership Team
- Engineering Services & Maintenance Staff
- WH DTS
- WH Finance
- WH OHS
- WH Contracts and Procurement Team
- WH Legal
- WH Nurse Unit Managers
- WH Capital Development
- WH Infection Prevention

External:

- DHHS
- Service providers
- Maintenance contractors
- Auditing bodies

Selection Criteria

Essential

- Experience managing Trade Teams and External service providers
- Experience in production, operations, manufacturing
- Respectful behaviours when interacting with our patients, staff and visitors
- A team player who is confident, well-motivated and capable of working under pressure, with an excellent record for meeting deadlines.
- Current Victorian drivers' licence

Desirable

- Trade experience or qualification (A Class Electrical Licence or Plumbing Licence/Registration)
- Business Management qualification (purchase order, invoicing experience)
- Proficient in the use of the BECMs purchasing system
- Proficient in the use of the Zuuse Pulse asset management system
- 5 years' experience in complex HVAC environment
- Past experience in Healthcare

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Additional Requirements

- All employees are required to:
- Obtain a police / criminal history check prior to employment
 - Obtain a working with children check prior to employment (if requested)
 - Obtain an Immunisation Health Clearance prior to employment
 - Report to management any criminal charges or convictions you receive during the course of your employment
 - Comply with relevant Western Health clinical and administrative policies and guidelines.
 - Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
 - Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
 - Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
 - Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
 - Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017),
 - Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
 - Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)
Employee's Signature: _____ Date: [Click here to enter a date.](#)