

POSITION DESCRIPTION

Position Title:	Manager, Supply Services
Business Unit/Department:	Procurement Services
Division:	CFO Directorate
Award/Agreement:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Classification:	HS4
Reports To:	Divisional Director, Procurement Services
Direct Reports:	Supply Services Staff
Date Prepared/Updated:	26 October 2022

Position Purpose

This role oversees the delivery of effective and efficient supply and logistics services across Western Health based on industry best practices.

The primary role of the Manager, Supply Services is to provide value to Western Health through excellent supply and inventory management practices.

The following key elements are to be evident:

- Open and fair
- Transparent processes
- Accountability
- Ethical behaviour

The Manager, Supply Services is a key role in strategic supply chain, overseeing and supporting the day-to-day Supply Services operations at Western Health.

This role will lead, manage and direct the supply services staff in delivering best practice supply chain solution to Western Health

The Manager, Supply Services will work collaboratively with key stakeholders within and external to Western Health (WH) to support the supply chain services in support of the health service in timely and organised manner.

This role will work collaboratively with key operational managers within all WH Departments to ensure safe and high-quality care and service provision across the site, in keeping with the Best Care framework.

Business Unit Overview

The Procurement Services Department works towards ensuring the effective and efficient procurement of goods and services and provides a central point to assist the organisation in the achievement of consistent,

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transparent and accountable procurement outcomes and contract administration. The Department will proactively pursue and introduce excellent procurement processes across the organisation, ensuring compliance with agreed procedures and ongoing management of major contracts.

The Department is also responsible for the management of Supply Services. Its primary function is to manage inventories from receiving, delivering, managing stock levels and replenishment of medical consumables at wards and clinical functional stores. Procurement Services is responsible for aligning supply chain services to the organisation's strategic direction both current and forecast future demand, delivering efficiencies and value for money.

The Procurement Services works towards ensuring the effective and efficient delivery and management of contracted goods and services delivered to Western Health. The service provides a central point to assist the organisation in the achievement of consistent, transparent and accountable procurement and supply services outcomes and ongoing contract administration.

This service will proactively pursue and introduce best practice supply and distribution services, contract management support and systems including major contractual responsibilities ensuring compliance with agreed procedures and legislation.

Supply services coordinates the delivering goods from the Suppliers to Western Health.

Key Responsibilities

This position is responsible for leading the delivery of effective and efficient supply, logistics and fleet services across Western Health campuses based on industry best practices.

Manage Supply Services

- Manage a comprehensive supply and logistics service across all Western Health sites including goods purchased via the imprest system, manual purchase orders and State Supply Chain (i.e., Covid-19 PPE)
- Implement, develop and maintain robust supply procedures and processes
- Implement processes that allow stakeholders (i.e., Nurse Unit Managers, Ward Clerks, Equipment Nurses) at the Ward level to effectively and efficiently manage their own supply requirements.
- Support internal stakeholders with all of their operational needs relating to consumables supply and work with them to identify and implement appropriate solutions.
- Ensure deliveries to Western Health site are organised and coordinated to ensure maximum efficiency, especially during periods of peak demand.
- As directed, manage and support a variety of Western Health committees and projects related to supply chain
- As directed, support the delivery and implementation of Health Share Victoria (HSV) policies, requirements and guidelines.

Supervise Supply Services Staff

- Manage and supervise the supply team in providing excellent standards of service to the organisation.
- Promote effective learning and development within the supply team.
- Monitor skill levels and arrange relevant training, induction and/or appropriate job descriptions for new employees.
- Manage the supply staff's annual Performance Development Plan ensuring that they are conducted in a timely manner and in accordance to Western Health's requirements.
- Manage the supply staff's annual mandatory training compliance ensuring that they are conducted in a timely manner and in accordance to Western Health's requirements.

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- Manage and develop supply staff's shifts, ado/annual leave rosters and approve timesheets/RosterOn.

Support Performance Improvement and Financial Sustainability

- Develop and implement continuous improvement strategies with key stakeholders seeking to: (i) optimise stock-on-hand; (ii) optimise imprest transactions; (iii) rationalise and redesign the storage footprint across Western Health; and (iv) enhance utilisation of staff member resources associated with supply.
- As directed, assist business units to deliver on their budget and financial sustainability objectives.
- Report on supply related activities and projects
- Develop and maintain supply related organisational wide procedures and departmental operating procedures
- Develop and delivery education WH staff regarding appropriate supply management principles

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:

- Procurement Services
- Western Health Staff
- Clinical staff
- Department heads
- Supply Services staff
- Other internal stakeholders as required

External:

- WH suppliers and contractors
- HealthShare Victoria (HSV)
- Other WH Health Services partners
- Other external stakeholders as required

Selection Criteria

Essential

- Inventory, warehouse operations and project management
- Skills and highly experienced in managing teams, possessing strong communication and leadership skills to lead the Supply Services teams in delivering the highest level of supply chain services to the organisation and in dealing with 3rd party supply chain partners
- Strong computer skills (Microsoft office) including strong proficiency with Microsoft Excel and a good understanding of ERP systems
- An understanding of Occupational Health & Safety Standards.
- Minimum 5yrs work experience in a similar role
- Demonstrated ability in co-ordinating deliveries within a loading dock/warehouse environment
- Awareness of regulatory and statutory requirements in all aspect of supply chain management processes
- Experience with coordinating staff to ensure required activities are completed in the most efficient manner
- Effective communication skills both written and verbal
- Demonstrated planning, organisation and analytical abilities
- High level of attention to detail and time management skills
- Ability to demonstrate sound judgement in problem solving and generating positive solutions
- Ability to consult and collaborate with others and work as an effective member of a team

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- Ability to build relationships easily
- Report writing essential
- Excellent interpersonal skills
- Victorian Driver's License

Desirable

- Demonstrated experience in a healthcare environment and/or public health sector.
- Diploma or Tertiary Education in Logistics/Supply Chain Management (or similar)

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, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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.](#)

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Employee's Signature:

Date:

[Click here
to enter a
date.](#)

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