

## POSITION DESCRIPTION

<b>Position Title:</b>	Loading Dock Coordinator
<b>Business Unit/Department:</b>	Contracts Management
<b>Division:</b>	Procurement Services
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025.
<b>Classification:</b>	GK6
<b>Reports To:</b>	Supply Services Manager
<b>Direct Reports:</b>	Nil
<b>Date Prepared/Updated:</b>	4 August 2025

### Position Purpose

The Loading Dock Coordinator is a key role in supporting the day-to-day co-ordination and flow of goods at the New Footscray Hospital (NFH) site. Managing all loading dock precinct operations. This includes coordinating inbound deliveries, internal dispatch, and outbound shipments. The role ensures safe and efficient scheduling, handling, and distribution of goods across NFH departments in alignment with Western Health policies and safety protocols.

The coordinator also serves as the key liaison between internal stakeholders and external suppliers for all loading dock-related logistics at NFH.

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

The primary role of the Loading Dock Coordinator to provide value through excellent management practices.

The following key elements are to be evident:

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

The Loading Dock Coordinator will collaborate with key stakeholders within and external to support and ensure the loading dock operations are in a timely and organised manner.

This role will collaborate 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.

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## Business Unit Overview

The Procurement Services Department works towards ensuring the effective and efficient procurement of goods and services and provides a pivotal point to assist the organisation in the achievement of consistent, 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 the day-to-day co-ordination and flow of goods at the New Footscray Hospital (NFH) site. Managing all loading dock precinct operations.

### Key Result Areas:

- Achieve >90% compliance with scheduled delivery time slots.
- Achieve >95% DIFOT (Delivery in Full on Time) for internal deliveries.
- Maintain a zero-harm safety record at the loading dock.
- Deliver high-performing, efficient service to internal stakeholders.

### Operational:

- Oversee daily NFH loading dock operations, including workflow and shift planning.
- Coordinate delivery schedules to maximise efficiency and minimise disruption.
- Monitor compliance with OH&S standards and ensure a safe working environment.
- Maintain documented standard operating procedures (SOPs) for dock operations.
- Track and report on performance KPIs and cost-related drivers.
- Support the Supply and Procurement teams by cross-skilling and providing coverage during staff absences.
- Manage assets and equipment related to Procurement & Supply Chain
- Collaborate with PPP partners (Honeywell/Plenary/Compass) staff to ensure timely movement of goods from the loading dock to operational areas.

### Quality & Safety:

- Uphold Western Health's Clinical Governance Framework
- Ensure operational adherence to national healthcare and workplace standards.
- Promote a positive safety culture at the loading dock.

### Financial:

- Support cost-effective practices within operational workflows.
- Contribute to efficiency and process improvement initiatives.

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<b>Equipment Operation:</b> <ul style="list-style-type: none"> <li>• Ability to operate walkie stacker, pallet jacks, and other warehouse equipment safely and efficiently.</li> </ul> <b>Reporting Requirements:</b> <ul style="list-style-type: none"> <li>• Incident Reporting</li> <li>• Shipment Tracking</li> <li>• Scheduling and Delays</li> <li>• Safety Concerns</li> <li>• Equipment Issues</li> <li>• Compliance Reporting</li> <li>• Performance Data from loading dock management system</li> </ul> <b>People &amp; Culture:</b> <ul style="list-style-type: none"> <li>• Participate in WH's health and safety consultation processes.</li> <li>• Promote and follow safe work practices.</li> <li>• Undertake professional development and mandatory compliance training.</li> <li>• Engage in annual performance reviews and continuous improvement.</li> </ul> <p>In addition to the key responsibilities specific to your role, you are required to deliver on the <a href="#">Key Organisational Accountabilities</a> which are aligned with the Western Health strategic aims.</p>	
<b>Key Working Relationships</b>	
<b>Internal:</b> <ul style="list-style-type: none"> <li>• Procurement Services</li> <li>• Western Health Staff</li> <li>• Clinical staff</li> <li>• Department heads</li> <li>• Supply Services staff.</li> <li>• Other internal stakeholders as required.</li> </ul> <b>External:</b> <ul style="list-style-type: none"> <li>• WH suppliers and contractors</li> <li>• HealthShare Victoria (HSV)</li> <li>• PPP Partners – Honeywell/Compass/Plenary</li> <li>• Other WH Health Services partners</li> <li>• Other external stakeholders as required</li> </ul>	
<b>Core Capabilities</b>	
<b>Capability Area</b>	<b>Description</b>
<ul style="list-style-type: none"> <li>• Building Relationships</li> <li>• Safety Leadership</li> <li>• Service Delivery</li> <li>• Decision Making</li> <li>• Time Management</li> </ul>	<p>Cultivates collaborative relationships and treats all stakeholders as partners</p> <p>Demonstrates commitment to workplace safety and models safe behaviours</p> <p>Drives operational excellence through efficient and transparent processes</p> <p>Exercises sound judgement in managing operational challenges</p> <p>Meets deadlines and effectively prioritises tasks.</p>
<b>Selection Criteria</b>	
<b>Essential</b> <ul style="list-style-type: none"> <li>• Inventory, warehouse operations and project management.</li> <li>• Strong computer skills (Microsoft office) including strong proficiency with Microsoft Excel and a good understanding of ERP systems.</li> <li>• An understanding of Occupational Health &amp; Safety Standards.</li> </ul>	

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- 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 and loading dock operations
- 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.
- 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)
- Minimum 5yrs work experience in a similar role.

#### **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.

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- 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.](#)

Employee's Signature: \_\_\_\_\_

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

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