

## Position Description

<b>Position title</b>	(ESO) Environmental Service Officer/Driver
<b>Department / Division</b>	Mental Health
<b>Classification</b>	JJ9
<b>Position reports to</b>	Operational: Administration Coordinator Professional: Administration Coordinator
<b>No. of direct &amp; indirect reports</b>	N/A
<b>Location</b>	The Royal Children's Hospital, 50 Flemington Street, Travancore
<b>Risk category</b>	Category A - works in a direct patient contact role and has or potential to have exposure to blood or body fluids.

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>

ROLE PURPOSE
<p>To ensure appropriate standards of cleanliness are maintained throughout the facilities of the RCH Mental Health outpatient buildings - Travancore Campus and the timely courier transport services across the Royal Children's Hospital locations.</p>
KEY ACCOUNTABILITIES
<p><b>Housekeeping</b></p> <ul style="list-style-type: none"> <li>• Maintain nominated areas in a clean state in accordance with the specified work schedules and cleaning systems. Cleaning to include but not limited to floor care, high dusting, damp wiping, spot cleaning (including walls, doors, glass, bathrooms and toilets, vents and equipment, kitchen electrical items), within agreed time frames and in accordance with the cleaning standards for Victorian health facilities</li> <li>• Remove rubbish and waste on a daily basis, including bins within the building and placing rubbish/waste into large external dumpster</li> <li>• Clean rooms and equipment in room/s according to Standard Operating Procedures</li> <li>• Ensure adequate quantities of washroom supplies are available within the areas serviced and that soap/sanitising dispensers are re-stocked and have the correct expiry date</li> <li>• When required participate with cleans and spills to maintain areas of the building in a clean state.</li> <li>• Ordering of Stores and regular communications with Administration Coordinator/administration team to ensure adequate supplies are maintained in accordance with department policy and requirements and make recommendations for changes in levels of supplies, where appropriate and accurately recording stock levels/usage.</li> </ul> <p><b>Transport</b></p> <ul style="list-style-type: none"> <li>• Update, maintain and record all vehicle trips in electronic booking/tracking system</li> <li>• Transporting of but not limited to: mail, stores items (cleaning products including chemicals), medical records, computer equipment and other items across the RCH MH sites including, but not limited to; Sunshine, Brimbank, Tarneit, Travancore and Parkville (main campus)</li> <li>• Maintain and drive RCH fleet vehicles In accordance with the RCH policy – Use of Centralised Fleet Services – Operations Business Unit: Ensure courier vehicle is: kept clean, tidy, tyre pressure checks are conducted, assist with car personal duress testing, the vehicle has sufficient fuel at all times, report any scratches, dents or other issues immediately to the Administration Coordinator/Fleet Management team.</li> </ul> <p><b>Equipment care and management</b></p> <ul style="list-style-type: none"> <li>• Use and maintain any piece of equipment in accordance with manufacturers and or supervisory instructions</li> <li>• Maintain equipment in a clean condition.</li> <li>• Remove any unnecessary equipment / materials that could be potential safety hazards.</li> <li>• Ensure all electrical equipment is electrical safety tested before delivery and use.</li> <li>• Report faults and damage to equipment as appropriate</li> <li>• Replenish cleaning trolley with consumables at the end of the day for readiness for the next person.</li> <li>• Maintain an awareness of asset security</li> </ul>

- Participate in quality assurance and related programs
- Attend departmental meetings and training as required.

#### **Occupational Health & Safety**

- Apply OH&S principles in accordance with the Occupational Health and Safety policies.
- Report accidents, work injuries and potential work hazards with 24 hours of occurrence using appropriate VHIMS reporting.
- Apply recommended techniques and procedures for all lifting, pushing and pulling processes.
- Ensure confidentiality of all information across the whole of RCH, in particular that of Staff and Patients

#### **General**

- Participate as an active team member
- Attend development programs and complete mandatory online competencies as directed
- Use positive methods of communication including being courteous and using active listening.
- It is expected that all staff conduct themselves in a manner, which reflects respect for their colleagues and enhances the effective operation of the team.
- Undertake any other duties as directed within your skill level for which you have been trained.

#### **Compliance and Governance**

- Ensure all organisational and Victorian Government policies procedures are complied with.

#### **RCH Values and Behaviours**

- Demonstrate RCH values of unity, integrity, excellence and respect.
- Adhere to the RCH code of conduct, policies and procedures, which incorporates RCH's organisational expectations of employees and managers as amended from time to time. This includes but is not limited to, Health and Safety, Quality, Business Continuity, Risk Management Responsibilities and Infection Control.

### **QUALIFICATIONS AND EXPERIENCE**

#### **Essential:**

- A clean and current, full drivers licence for the State of Victoria which is appropriate for the type of vehicle being driven (up to 1.25 tonnes), and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (if applicable)
- Previous experience in a similar role
- Demonstrated time management and prioritisation skills
- Basic computer skills with the ability to write and send emails, follow written instructions

#### **Desirable:**

- Previous experience in a hospital setting

### **KEY SELECTION CRITERIA**

- Well-developed written and verbal communication skills, including ability to understand instructions
- Knowledge and experience of infection control principles and procedures and the ability to safely handle commercial chemicals
- Ability to maintain confidentiality in all areas of work.
- Ability to work co-operatively and give assistance as required

- Enthusiasm to learn new skills and technology within the scope of their position
- Adaptable and flexible work ethic
- Ability to work with initiative, autonomy and as part of a team
- Balancing sometimes competing and conflicting priorities
- Professional demeanour and good interpersonal skills
- Displays the RCH Values of Unity, Respect, Integrity and Excellence

#### OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure

#### IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

#### RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

#### QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

#### INHERENT REQUIREMENTS OF THIS ROLE

There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal Children's Hospital. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Workplace Health & Safety.

Physical Demands		Frequency
Work Hours	This role is typically performed during standard business hours	Yes
	This role requires shift work, including day, afternoon, night & weekends	No
	This role is required to participate in an on-call roster	No
Sitting – remaining in a seated position to complete tasks		Rare
Standing – remaining standing without moving about to perform tasks		Occasional
Walking – floor type even, vinyl, carpet		Prolonged/Constant
Lean forward/forward flexion from waist to complete tasks		Frequent
Trunk twisting – turning from the waist to complete tasks		Frequent
Kneeling – remaining in a kneeling position to complete tasks		Frequent
Squatting/crouching – adopting these postures to complete tasks		Frequent
Leg/Foot movement – to operate equipment		Frequent
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Occasional
Lifting/Carrying	Light – less than 5 kilos	Frequent
	Moderate – 5-10 kilos	Occasional
	Heavy – 10-20 kilos	Occasional
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Prolonged/Constant
	Moderate forces – 10-20 kilos	Frequent
	Heavy forces – over 20 kilos	Occasional
Reaching – arm fully extended forward or raised above shoulder		Frequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Occasional
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Prolonged/Constant
	Gripping. Holding, twisting, clasping with fingers/hands	Prolonged/Constant

Driving – operating any motor-powered vehicle with a valid Victorian driver's licence	Frequent
<b>Sensory Demands</b>	Prolonged/Constant
Sight – use of sight is integral to most tasks	Prolonged/Constant
Hearing – use of hearing is integral to most tasks	Prolonged/Constant
Touch – use of touch is integral to most tasks	Choose an item.
<b>Psychosocial Demands</b>	Choose an item.
Observation skills – assessing/reviewing in/outpatients	Prolonged/Constant
Problem solving issues associated with clinical and non-clinical care	Rare
Attention to detail	Prolonged/Constant
Working with distressed patients and families	Occasional
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Occasional

Definitions used to assess frequency of tasks/demands as above	
Prolonged/Constant	71-100% of time in position
Frequent	31-70% of time in position
Occasional	16-30% of time in position
Rare	0-15% of time in position
Not Applicable	

Position description last updated	May 2025
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