Position Description

Position title	*(ESO) Environmental Service Officer/Driver*
Department / Division	*Mental Health*
Classification	JJ9
Position reports to	Operational: Administration Coordinator Professional: Administration Coordinator
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, 50 Flemington Street, Travancore
Risk category	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
The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive.* 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. 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. 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 https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE PURPOSE

To ensure appropriate standards of cleanliness are maintained throughout the facilities of the RCH Mental Health outpatient office buildings - Travancore Campus and the timely driver transport services of Mental Health hospital items across the Royal Children's Hospital locations.

KEY ACCOUNTABILITIES

Housekeeping

- Clean and maintain nominated areas in a clean state in accordance with Standard Operating Procedures (SOP), specified work schedules and cleaning systems, including the safe storage, mixing and usage of cleaning chemicals – in accordance with the cleaning standards for Victorian health facilities.
- Cleaning to include but not limited to: floor care (vacuum & mop), high dusting, damp wiping, spot cleaning (including walls, doors, glass, , vents and equipment, kitchen electrical items) bathroom and toilet amenities.
- Scheduled cleaning of split systems (heating and cooling units) across the sites buildings. Cleaning to include but not limited to disinfecting inside and outside of units, removing and cleaning of internal filters, utilising a platform ladder to reach units and movement of furniture to access units.
- Remove rubbish and waste on a daily basis, including bins within the building and placing rubbish/waste into large external dumpster
- Clean rooms, nominated areas/buildings and equipment utilising cleaning equipment to include but not limited to lockable cleaner cart, backpack vacuum, mop and bucket, broom, high dusters, cloths, gloves, water.
- Ensure adequate quantities of supplies are available within the areas serviced and arere-stocked and have the correct expiry date, including but not limited to bathroom (soap/toilet paper), kitchen (tea/coffee/sugar, dishwashing liquid/powder and office supplies (tissues/hand sanitisers).
- Participate with cleans and spills to maintain areas of the building in a clean and safe state.
- Order Stores supplies, monitor and accurately record stock levels and usage, and liaise with the Administration Coordinator/administration team regarding supply requirements and recommended stock level changes.

Transport

- Driving of a nominated automatic RCH Fleet Vehicle (SUV or sedan) to transport hospital items across our services
- Safe 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).
- Update, maintain and record all vehicle trips in electronic booking/tracking system
- 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.
- Assist with transport of RCH Fleet vehicles to/from servicing sites

Equipment care and management

- Use and maintain any piece of equipment in accordance with manufacturers and or supervisory instructions
- Maintain equipment in a clean condition
- Remove any unnecessary equipment / materials that could be potential safety hazards
- Ensure all electrical equipment is electrical safety tested before delivery and use
- Report faults and damage to equipment as appropriate
- Replenish cleaning trolley with consumables at the end of the day, ensuring items are secure and clearly labelled
- Maintain an awareness of asset security
- 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, working collaboratively with other ESO/Driver staff to achieve required standards safely and within agreed timeframes.
- 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 Victorian Drivers Licence for the State of Victoria which is appropriate for the type of vehicle being driven (up to 1.25 tonnes – SUV or sedan), and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (if applicable)
- Previous professional cleaning experience in a similar role
- Demonstrated time management, working as part of a team, prioritisation skills, experience working safely with commercial chemicals
- Basic computer skills with the ability to write and send emails, follow written instructions, understand clear directions and reasonable level of verbal and written English skills

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		Frequent
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		Frequent
Lifting/Carrying	Light – less than 5 kilos	Frequent
	Moderate – 5-10 kilos	Frequent
	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		Prolonged/Constant
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Frequent
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 Full Victorian driver's licence		Occasional
Sensory Demands		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		Prolonged/Constant
Psychosocial Demands		Occasional
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		Frequent
Exposure to distressing situations		Frequent

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	**October 2026**