Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	Manager, Support Services
Position ID	
Department	Allied Health and Community Services / Support Services
Award	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Classification	Administration Grade 4- 5 (Dependent on qualifications and experience) HS4 – HS5
Employment Type	Full Time
Reports To	Director, Allied Health & Community Services
Direct Reports	Team Leader Maintenance, Team Leader Food Service, Team Leader – Catering & Cleaning
Date Document Approved	October 2026
Approved by	Director Allied Health & Community Services

Purpose of Position

The Manager, Support Services is responsible for the operational leadership, coordination and performance of REDHS's facilities and support service functions, including Maintenance, Food Services and Catering, Cleaning and Laundry, Fleet Management and Accommodation Management.

The position provides leadership across a large and diverse operational workforce and is accountable for ensuring these services are delivered safely, efficiently, consistently and in accordance with relevant legislative, regulatory, accreditation, infection prevention, food safety, occupational health and safety and organisational requirements.

The role provides strong operational leadership across functions that are fundamental to the safe and effective operation of the REDHS health service. This includes direct oversight of workplace safety, manual handling practices, maintenance activities, environmental hygiene, cleaning standards, laundry services, food safety and catering operations, the safe and compliant management of the REDHS vehicle fleet, and the effective coordination and management of accommodation facilities and services.

The Manager works closely with the Director, Allied Health & Community Services, Executive Team, clinical and operational leaders and external service providers to ensure support services are responsive to organisational requirements and contribute to a safe, clean, well-maintained and welcoming environment for consumers, residents, patients, staff and visitors. This includes ensuring REDHS vehicles are appropriately maintained, procured, allocated and managed to support operational service delivery and the safe transportation requirements of the organisation, as well as ensuring accommodation facilities are appropriately maintained, allocated and managed to meet organisational and operational needs.

The position is responsible for workforce leadership, service planning, contractor coordination, compliance, risk management, performance monitoring and continuous improvement across the portfolio, including fleet utilisation, vehicle maintenance, procurement, lifecycle planning, road safety, accommodation allocation, occupancy management, maintenance, safety, expenditure and the efficient utilisation of accommodation resources.

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)

Facilities & Maintenance Operations	• Lead the day-to-day maintenance function to ensure REDHS buildings, grounds, infrastructure, equipment and operational environments are maintained in a safe, functional and appropriate condition.
	• With the Team Leader, coordinate planned and reactive maintenance activities and ensure priority works are appropriately assessed and actioned. Oversee the leadership of:
	  ○ Maintenance requests, response times, outstanding works and service performance.
	  ○ Preventative maintenance activities within the operational maintenance function are appropriately scheduled, completed and documented.
	  ○ External maintenance contractors and service providers and monitor quality, safety, performance and compliance.
	• Ensure maintenance activities are undertaken in accordance with relevant legislative, safety and operational requirements.
	• Oversee REDHS's maintenance function to ensure buildings (owned and leased), grounds and infrastructure are maintained to expected standards.
	• Effectively supports competing operational priorities, resources and deadlines, including coordination with LMSS regarding IT hardware, equipment and technology requirements associated with REDHS facilities and operational services.
	• Escalate significant infrastructure, maintenance or safety risks to the Manager, Assets & Capital Works function as appropriate.

Food Services, Catering & Laundry Operations	• Provide leadership and operational oversight of REDHS food services, catering and laundry functions.
	• With the Team leader ensure food services provide safe, nutritious, appropriate and cost-effective meals to patients, residents, consumers and staff. Oversee the leadership of:
	  ○ Food preparation, handling, storage, cleaning and service practices, ensuing they comply with applicable food safety requirements.
	  ○ Catering, quality, service standards, consumer feedback, food waste and operational efficiency
	  ○ Laundry services are delivered safely, efficiently and in accordance with infection prevention, hygiene and handling requirements.
	• Monitor staffing, workflows, equipment and operational requirements across food services, catering and laundry.
	• Respond appropriately to service issues, incidents, complaints and operational risks and ensure corrective actions are implemented.

Cleaning, Hygiene & Environmental Standards	• Lead the corporate services functions to ensure REDHS facilities are maintained to required cleanliness, hygiene and environmental standards. • Ensure cleaning services comply with applicable Department of Health requirements, infection prevention and control standards, REDHS procedures and relevant accreditation requirements. • Maintain appropriate audit processes, quality checks and performance reporting. • Monitor cleaning standards across clinical, residential, community, public and support areas. • Ensure appropriate use, storage and handling of products, chemicals and equipment.

	• Work collaboratively with Infection Prevention and Control, Quality and Risk and clinical leaders to identify and address environmental hygiene risks. • Monitor and respond to all incidents, complaints, infection risks and identified non-compliance. • Drive continuous improvement in cleaning practices, environmental hygiene and service quality.
Fleet & Accommodation Management	• Oversee the effective management and operation of the REDHS vehicle fleet and accommodation facilities to ensure they are safe, fit for purpose, available and appropriately allocated to meet operational requirements. • Ensure all fleet vehicles are maintained in a safe and roadworthy condition, with scheduled servicing, preventative maintenance, registration and repairs completed within required timeframes, and ensure accommodation facilities are maintained to appropriate safety, cleanliness and operational standards. • Oversee the procurement, replacement and disposal of fleet vehicles, and the procurement, allocation and management of accommodation services, in accordance with approved budgets, financial delegations, procurement procedures and whole-of-life cost considerations. • Maintain accurate fleet and accommodation records, including vehicle registers, servicing and maintenance histories, registration, insurance, fuel usage, operating costs, accommodation bookings, occupancy, maintenance requests and associated expenditure. • Ensure authorised drivers hold a current and valid driver's licence appropriate to the vehicle being operated and comply with REDHS vehicle use and safety procedures, and ensure accommodation users comply with relevant booking requirements, conditions of use and safety procedures. • Monitor fleet utilisation, vehicle availability, accommodation occupancy, maintenance expenditure and operating costs, identifying opportunities to improve efficiency, service delivery, resource allocation and cost-effectiveness. • Ensure vehicle and accommodation-related hazards, defects, breakdowns, incidents and maintenance issues are reported, assessed and appropriately managed, with corrective actions implemented to maintain a safe environment for employees, contractors, visitors and other authorised users. • Monitor fleet and accommodation management KPIs, compliance obligations and emerging risks, providing regular performance reports and implementing continuous improvement initiatives to strengthen safety, asset management, operational performance and financial sustainability.
Workplace Health, Safety, Manual Handling & Risk Management	• Provide strong leadership for workplace health, safety and risk management across the portfolio. • Ensure safe systems of work are implemented across Maintenance, Food Services, Catering, Cleaning and Laundry. • Provide particular leadership in relation to manual handling, including lifting, pushing, pulling, repetitive work, linen handling, cleaning activities, food service and maintenance tasks. • Ensure compliance with relevant legislation, regulatory requirements, accreditation standards, infection prevention and control requirements, food safety requirements and REDHS policies. • Ensure hazards, incidents, near misses and risks are identified, reported, investigated and appropriately controlled. • Oversee cleaning, hygiene, environmental and food safety standards and corrective actions.

	• Ensure staff and contractors have appropriate training, competency, PPE, equipment and safe work practices.
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to **Growing Together: Our People. Our Culture. Our Future.**	• Champions and visibly models REDHS values at an enterprise level. • Embeds behavioural expectations into governance, strategy, workforce planning and organisational design. • Ensures recruitment, succession planning and leadership development align to long-term cultural intent and workforce sustainability. • Leads organisation-wide engagement strategies that strengthen trust, inclusion and accountability. • Holds leaders accountable for maintaining values-aligned cultures across portfolios. • Ensures strategic decisions balance service excellence, people wellbeing and long-term financial and infrastructure sustainability. • Positions REDHS as a trusted, values-driven rural health leader within the community and industry.

Key Relationships

Internal Relationships
• **CEO / Executive Team -** Operational advice, escalation of significant, maintenance, service delivery, safety and compliance matters, organisational, priorities and support for the achievement of REDHS strategic objectives. • **Director, Allied Health & Community Services -** Operational reporting, portfolio priorities, workforce requirements, service, performance, risk management, continuous improvement and escalation of significant operational matters. • **Manager, Assets & Capital Works** - Coordination of maintenance and infrastructure requirements, planned and reactive works, asset management, contractor activities and escalation of significant infrastructure and maintenance risks. • **Maintenance, Food Services, Catering, Cleaning & Laundry Team Leaders** - Operational leadership, workforce management, service standards, performance, management, compliance, workforce capability and continuous improvement across the portfolio. • **Clinical & Nursing Leaders** -Coordination of maintenance, cleaning, food, catering and laundry requirements to support safe, effective and consumer-focused clinical and residential service delivery. • **Infection Prevention & Control** - Environmental hygiene, cleaning and laundry standards, infection prevention, requirements, audits, risk identification, incident management and corrective, actions. • **Quality & Risk / Compliance Teams** - Operational risk management, incident reporting, audits, compliance, accreditation requirements, corrective actions and continuous improvement. • **People & Culture Team** - Workforce planning, recruitment, performance management, employee relations, training, workforce capability, organisational change and support for a positive and values-aligned workplace culture. • **Finance / Business Services** -Budget management, expenditure monitoring, procurement, resource planning, cost control and financial accountability across the portfolio. • **Other REDHS Department Leaders** - Coordination of shared operational requirements, facilities, maintenance, cleaning, food services, catering, laundry and other corporate service needs across REDHS.
External Relationships (Community, Industry etc)
• **Government & Regulatory Bodies -** Compliance with applicable legislative and regulatory requirements, including food safety, environmental health, workplace safety, infection prevention, facilities and relevant health service standards. • **Maintenance Contractors & Service Providers -** Coordination of planned and reactive maintenance, contractor performance, service standards, response times, safety, compliance and quality of works. • **Food, Catering & Consumables Suppliers -** Supplier coordination, food quality, product requirements, delivery, food safety, value for money and continuity of supply.

- **Laundry, Linen & Cleaning Service Providers -** Service coordination, quality standards, hygiene and infection prevention requirements, service performance and resolution of operational issues.
- **Equipment, Facilities & Specialist Service Providers -** Equipment servicing, repairs, warranties, technical support, compliance, maintenance requirements and operational performance.
- **Community & Industry Organisations -** Professional relationships, sector engagement, benchmarking, service improvement, emerging practices and opportunities for collaboration.

Key Selection Criteria & Capabilities

Key Selection Criteria

Qualifications

- Relevant tertiary, trade or vocational qualification in Facilities Management, Asset Management, Building Services, Engineering, Project Management or a related discipline, or substantial demonstrated equivalent experience.
- Relevant qualifications or demonstrated experience in facilities, maintenance, asset or operational services management.

Essential Registrations

- Current Police Check
- Current Influenza Vaccine

Technical and Professional Capabilities

- Demonstrated experience in facilities, maintenance and asset management, preferably within a health, aged care or similarly regulated environment.
- Demonstrated experience in contractor and contract management, including service performance, compliance, safety and quality.
- Demonstrated ability to lead and coordinate Maintenance, Food Services, Catering, Cleaning and Laundry or comparable operational service functions.
- Sound knowledge of Work Health and Safety, risk management, manual handling, food safety, infection prevention and environmental hygiene requirements.
- Demonstrated ability to manage preventative maintenance, operational risks, service standards and continuous improvement.
- Strong people leadership skills, including the ability to supervise staff, manage performance, build capability and support organisational change.
- Strong interpersonal, written and verbal communication skills, with the ability to build effective relationships with clinical, operational and external stakeholders.
- Strong organisational and problem-solving skills, with the ability to manage competing priorities and respond effectively to operational issues.
- Proficiency in Microsoft Office and relevant maintenance, facilities, asset or service management systems.

Personal & Leadership Capabilities

- **Operational Leadership** - Provides clear, accountable leadership across Maintenance, Food Services, Catering, Cleaning and Laundry, supporting safe, efficient and high-quality service delivery.
- **People Leadership & Development-** Builds capable, engaged and accountable teams through effective supervision, coaching, performance management and development.
- **Safety, Risk & Compliance -** Demonstrates a strong commitment to workplace safety, risk management, regulatory compliance and safe systems of work.
- **Communication & Stakeholder**- Engagement Builds effective relationships and communicates clearly with staff, leaders, clinical teams, consumers, contractors and external stakeholders.
- **Planning & Prioritisation** - Effectively manages competing operational priorities, resources, deadlines and service requirements.
- **Problem Solving & Continuous Improvement** - Identifies operational issues, implements practical solutions and drives continuous improvement in service quality, efficiency and performance.
- **Professionalism & Values -**Demonstrates integrity, accountability and professionalism and actively models REDHS values in all actions, decisions and interactions.

Growing Together – Our People. Our Culture, Our Future.

REDHS Values and Behaviours	
Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.	
R	**Reliability** We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
E	**Engagement** We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
D	**Diversity** We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	**Hospitality** We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	**Sustainability** We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

Employment Obligations

Employment Principles
REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure: • Employment decisions are based on merit and employees are treated fairly and reasonably • Employees have a reasonable avenue of redress against unfair or unreasonable treatment • Equal employment opportunity is provided • Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006
Professional Conduct and Organisational Compliance
Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.
Personal Centred Care
All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.
Work Health Safety & Risk
All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.
Clinical Practise Requirements (Clinical roles)
Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with

NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.
Employment Conditions
Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working with Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements

Position Review
• This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee. • Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working with Children Check and, where applicable, an NDIS Worker Screening Check. • This document outlines the general duties and responsibilities of the role and is not exhaustive. • An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

Acceptance of the Position	
This Position Description: • Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct. • May be amended from time to time in consultation with the employee. • Reflects the general duties and responsibilities of the role and is not intended to be exhaustive. By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.	
Name	
Date	
Signature	