

Role description

Job ad reference	HSQ270510	Classification	HP5
Role title	Service Manager	Salary per annum	\$117,908 - \$123,029 plus Superannuation and Government Benefits
Status	Permanent Full time	Closing date	Tuesday 20 th March 2018
Unit/Branch	Biomedical Technology Services (BTS)		
Commercialised Business Unit	Health Support Queensland	Contact name	Cameron Wyvill
Location	Toowoomba	Contact number	07 3406 8086

If you have difficulties applying online, please contact HSQ Recruitment on (07) 3096 2048

Vision for the public service

To be a government of the 21st century, one government that is connected and working together to deliver smarter, simpler outcomes that are responsive to the needs of Queenslanders now and for the future. We will create opportunities in partnership that are all about positive outcomes rather than just service delivery and regulation.

To enable this vision, the Queensland Public Sector is transforming from a focus on compliance to a values-led way of working. The following five values, underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people

Your employer— Health Support Queensland

Health Support Queensland (HSQ) is an organisational Division of the Department of Health and delivers a range of support services to enable the delivery of frontline health services. HSQ provides services to all Queensland Hospital and Health Services (HHSs), to other government agencies and to commercial clients.

The current services provided by HSQ include: pathology services , procurement and logistics for health related equipment, products and services, biomedical technology services, forensic and scientific services, linen and laundry services, medicines management, 13HEALTH , radiology support and payroll.

Your opportunity

Lead and manage one or more technical services teams providing service and support for a broad range of health technology equipment and systems across multiple hospital and health services.

Your role

- Fulfil the responsibilities of this role in accordance with QPS values as outlined above.
- Adhere to defined service quality standards, health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe services and workplaces.
- Manage health technology service and support teams and work programs, including oversight and/or direct contributions to planning, scheduling, execution, review, data management and reporting.
- Staff management including responsibility for facilitating staff training and development, performance appraisal, performance management, recruitment, and other general people management issues.
- Manage strategic allocation and development of staff and resources to achieve optimal service and support strategies within the assigned service area and across the BTS network.
- Communicate and negotiate effectively with a wide range of stakeholders, including clinical staff, equipment suppliers, service providers, team members and managers, to achieve service delivery objectives, handle complaints and manage conflict.
- Provide authoritative advice relating to the selection and lifecycle management of health technology equipment and systems.
- Take a lead role in technical governance to ensure that use and maintenance of health technology equipment and systems complies with relevant regulations, Australian Standards, industry codes of practice, agency policies and quality system requirements.
- Provide high-level technical services including health technology repairs, planned maintenance, installation and commissioning, adapting practice and methods as appropriate to resolve issues.
- Manage assigned assets, vehicles, parts inventory and workshop consumables.
- Authorise expenditure and recommend supply confinement advice to obtain best value for money health technology management and support and maintain compliance with state purchasing policy.
- Through membership of the state-wide service manager network, membership/leadership of one or more state-wide advisory groups, and direct contributions within areas of subject matter expertise:
 - Play a lead role in the development of state-wide health technology maintenance and support strategies, processes, procedures and standards of practice.
 - Lead and drive service quality and service improvement activities, shaping service delivery and the development of technical competence at both a local and state-wide level.
 - Advocate on matters of high importance and impact to address technical and/or operational issues
 - Contribute to the development and implementation of business strategy.

How you will be assessed?

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under 'Your role', the ideal applicant will be someone who can demonstrate the following:

- An expert level of knowledge and skills in the contemporary standards and practice of biomedical equipment management, service and support.
- Ability to recruit, develop, supervise and manage a medium/large sized multi-speciality team providing a broad range of health technology support services.
- Advanced level of interpersonal skills, the ability to communicate effectively in all forms and provide advice to a diverse range of stakeholders/clients.
- Ability to solve non-routine service delivery problems and achieve defined outcomes related to biomedical engineering or related fields.
- Ability to contribute to the strategic direction for a team operating at one or more sites within or across a service area.
- A demonstrated commitment to the principles of quality management and continuous quality improvement.

Mandatory qualifications/professional registration/other requirements

- The successful applicant **must** at least hold at least an Associate Diploma (generally graduating prior to the year 2000) or a Diploma or Advanced Diploma (or equivalent) (Year 2000 onwards), tertiary, or equivalent formal qualification(s) in a relevant field of Engineering.
- Hold the licences, certifications and accreditations required to carry out activities within the relevant discipline areas, or willingness and ability to make significant progress towards obtaining such during the first 6 months of employment. For example: restricted electrical work licence.
- A “C” class drivers licence is required and you will be required to drive Queensland Health vehicles as part of general duties.
- Travel, Shift Rostering and On-call requirements: Biomedical Technology Services (BTS) is committed to providing appropriate services at all times to health facilities throughout the state, consequently staff may (following consultation) be required to transfer to another work location, participate in 24 hour shift arrangements, on-call and weekend rosters, occasional overtime, and to travel throughout Queensland for periods of up to approximately two weeks at a time.

Vaccine preventable diseases (VPD)

- It may be a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment: Hepatitis A & B, Measles, Mumps, Pertussis, Rubella and Varicella.
- Additional vaccinations including Japanese Encephalitis and Rabies may also be required for this position.
- Existing staff that are engaged prior to 1 July 2016 are not subject to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS, Department to a HHS, or HHS to Department).

Your application

Please provide the following information to the panel to assess your suitability:

- **Your current CV or resume, including the names and contact details of two referees.** Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor

- **A short statement (maximum 1–2 pages)** on how your experience, abilities, knowledge and personal qualities are relevant for the role, taking into account the key responsibilities and attributes noted in the 'How you will be assessed?' section.

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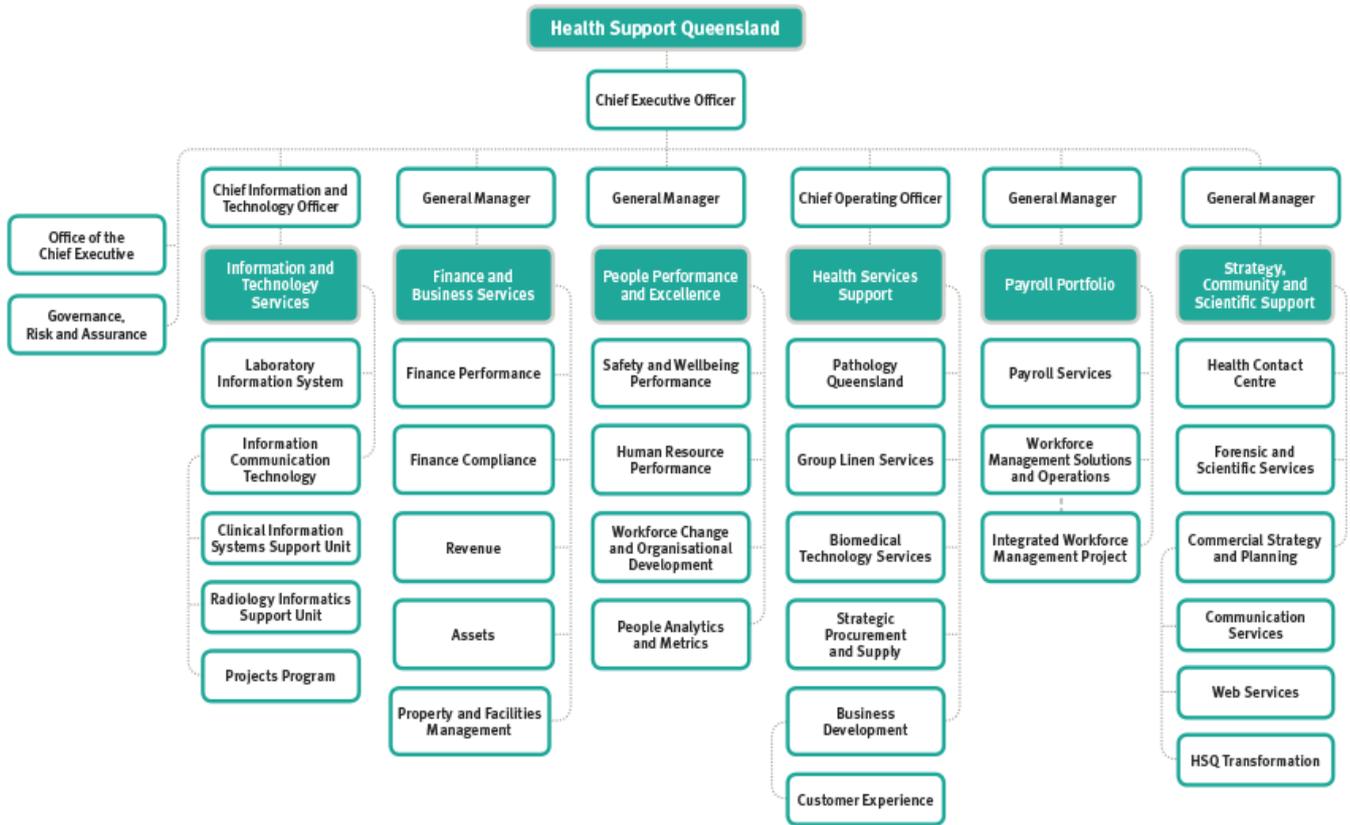
HSQ has a staff complement of approximately 4,000 full-time equivalents (FTEs) and has an operating budget of approximately \$900 million for the financial year 14/15. HSQ handles the procurement of approximately \$1 billion worth of goods on behalf of the Queensland public health system.

The Chief Executive Officer is accountable for the day-to-day operation and performance of HSQ. The HSQ Advisory Board has been established to assist the Chief Executive Officer and the Director-General, Department of Health in setting the strategic direction of HSQ.

Additional information

- Permanent and temporary vacancies longer than 12 months remain current for 12 months **OR** Temporary vacancies less than 12 months remain current for vacancy duration
- Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a blue card, unless otherwise exempt.
- Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child safety services, Department of Communities.
- Applicants will be required to give a [statement of their employment as a lobbyist](http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf) (<http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf>) within one month of taking up the appointment.
- Applicants may be required to disclose any current pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the [Workers' Compensation and Rehabilitation Act 2003](http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workers-compensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003) (<http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workers-compensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003>).
- Employees of Health Support Queensland are to actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, occupational health and safety and ethical behaviour.

Organisational Chart



BTS Organisational Chart

Biomedical Technology Services

