

Role Description

Director, Linen Service

Status	Permanent full time	Job ad reference	QLD/577108
Branch and Division	Linen Service, Supply Chain Branch, Corporate Services Division	Contact details	Kylie Ramsden - 0407791107
Classification	DSO2	Salary range	\$153,756 - \$160,170 per annum + remuneration
Location	Bowen Hills	Closing date	22 July 2024

Your opportunity

The Department of Health (the Department) has a diverse set of responsibilities, and a common purpose of providing highly effective health system leadership. The Department is responsible for the overall strategic leadership and direction of the public health system in Queensland. We strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace.

About Supply Chain Branch

The Supply Chain Branch, part of the Department of Health's Corporate Services Division (CSD), supports the supply of clinical goods, pharmaceuticals and linen products to Queensland's Hospital and Health Services (HHSs).

The branch is comprised of functions critical to Queensland Health's supply response, including Central Pharmacy, Linen Services, Warehousing and Logistics and Operations Group. This branch brings together an end-to-end supply chain function from demand planning through to warehousing and distribution into a single integrated branch led by the Executive Director. The branch supports clients and stakeholders across the Department of Health, all HHSs, Queensland Government and some external agencies.

The branch also partners with the Procurement and Supply Chain Optimisation Portfolio – an initiative that builds on the foundational work undertaken in response to the COVID-19 pandemic to drive operational enhancements and realise Queensland Health system-wide benefits.

Our values

Our values are those of the Queensland Public Service:



Customers First



Ideas into action



Unleash potential



Be courageous



Empower people

These five values underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.

About the role

Purpose

To lead the three laundry sites which comprise Linen Services.

The Director in Group Linen Services reports to the Executive Director, Supply Chain Branch.

Your key responsibilities

Fulfil the responsibilities of this role in accordance with the Queensland Public Service values (QPS) along with the following accountabilities:

- Adhere to defined service quality standards, health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services and workplaces.
- Strategically lead Linen Services (LS) as a customer focused business to ensure the organisation is promoted and positioned effectively, including driving the implementation of planned business improvement.
- Lead and manage a team of approximately 300 staff, providing linen services at two sites in Brisbane and one site in Maryborough, Queensland, including the identification and implementation of strategies to build leadership capability which will enhance the performance of the business.
- Provide executive level advice to the Executive Director in relation to the ongoing business opportunities available to LS, with realisable short and long term benefits to Queensland Health.
- Comprehensive involvement in stakeholder engagement at both the executive and operational level to support the continual improvement in quality, efficiency and cost of LS customer services to the Queensland community.
- Build networks with groups both internally and externally to maintain contemporary knowledge and an up to date understanding of management and organisational strategies in the laundry industry.

- Continually review operating results, tactically drive business initiatives and identify strategy design and implementation opportunities to increase business productivity and effectiveness.
- Provide authoritative counsel to Government on issues relating to the provision of linen services in the health sector.
- Ensure good governance and service consistent with legislative requirements, Queensland Health policy standards and guidelines, and relevant International and Australian Standards.

Qualifications, registrations and other requirements

- While not mandatory, a relevant qualification would be well regarded.
- We understand that some people may require adjustments to the workplace or the way the work is performed. All applicants are encouraged to advise the panel of any support or reasonable adjustments (i.e. building access, wheelchair access, interpreting services etc.) that may be required.

Vaccine Preventable Diseases (VPD) requirements

- It may be a condition of employment for this role for the employee to be, and remain, vaccinated against one or more of the following vaccine preventable diseases during their employment (Health Employment Directive No. 01/16): measles, mumps, rubella (MMR), varicella (chicken pox), pertussis (whooping cough), hepatitis B, tuberculosis

Role fit

You will be assessed on your ability to demonstrate the following:

- Evidence of creativity and innovation with achievement of successful outcomes in similar roles in a complex business environment.
- Well-developed conceptual and analytical skills and a demonstrated ability to develop innovative and practical solutions for solving problems in large scale and complex change programs.
- Highly developed negotiation, influencing, consultative, communication and interpersonal skills suited to supporting business change and dealing with a range of critical and often time sensitive issues.

Behavioural Competencies Required

We are all leaders in the Department of Health, regardless of role or classification level. The department is committed to leadership at all levels of our organisation, in this role you will be required to display the following leadership behaviours:

- *Pursues continuous growth – builds strong self-awareness of leadership strengths and delivers and critically reflects own performance practice and impact as a sector leader*
- *Leads Strategically – Thinks Critically and acts on the broader purpose of the system*
- *Leads change in complex environments – Embraces change and leads with focus and optimism in an environment of complexity and ambiguity*

How to apply

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

- Your resume, including the names and contact details of two referees who 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 or past supervisor.
- A short statement (maximum two pages) that gives details of your skills, experience and knowledge as required on the role description under the heading 'key competencies (role specific criteria)'.

Discover more about our work, our people and employment opportunities at [Queensland Health](#).

Additional information

Discover more about working at the Department [here](#). Of note:

- The information you provide as an applicant is used in adherence with the *Information Privacy Act 2009*
- All roles within the Department are subject to employment screening.
- The nominated applicant will be required to disclose any serious disciplinary action taken against them in the Queensland public sector.
- To be appointed permanently, you must be an Australian citizen, have permanent residency status or have a visa permitting you to work permanently in Australia. For temporary appointments, you must have a visa permitting you to work for the length of the temporary appointment.
- The Department aims to maintain a safe, healthy and secure work environment for all employees, clients, visitors and contractors. Achieving this aim is the responsibility of all.
- Applicants may be required to disclose any pre-existing injury or medical condition of which they suspect would be aggravated by performing the role. Details are available in section 571 of the Workers' Compensation and Rehabilitation Act 2003 (<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027#ch.14-pt.1-div.1>)
- We are committed to building inclusive cultures in the Queensland public sector that respect and promote [human rights](#) and [diversity](#). We encourage everyone to apply for our advertised roles, irrespective of gender, ethnicity, age, language, sexual orientation, and disability or family responsibilities. We recognise the value of diverse backgrounds, experiences and perspectives.
- The Department values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. All employees of the Department must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying. The Department of Health is an equal opportunity employer.

To demonstrate support for a safe, secure and supportive workplace, the Department is a White Ribbon Australia accredited workplace. For more information visit [here](#).

- The Department acknowledges the challenge for its staff in balancing work, family and community life successfully. To help them achieve this, we encourage conversations between managers and staff about implementing [flexible working arrangements](#) to manage their paid work commitments with their career goals, personal, community and cultural responsibilities. Through flexible working arrangements, there is an opportunity to match the individual's requirements with those of the workplace to achieve agreed work goals and objectives.