



Director of Support Services JOB DESCRIPTION

Position Title:	Director of Support Services	Exemption Status:	Exempt
Job Classification:		Job Code:	
Department:	Support Services		
Reports to:	Chief Executive Officer		
Last Update:	April 12, 2017		

Job Summary

Primary responsibility is to provide management and overall support for Plant Operations, Environmental Services, Safety/Security and Food Hospitality and Nutrition departments. The incumbent will be responsible for the development, implementation, and evaluation of all environmental health and environment of care plans and programs for Roosevelt General Hospital. The incumbent will be actively involved in construction projects and compliance activities as directed by Administration.

Essential Functions

- Promotes the mission, vision, and values of the organization.
- Provide direction for support services departments
- Identify cost effective systems needed to support the business of the departments and hospital taking into account business trends, resource availability and changes in the industry
- Maintain effective working relationships with all constituencies including administration, employees, providers, patients, and vendors
- Advise Administration, supervisory staff and employees as to the proper interpretation of various Environmental Health, Safety and Environment of Care policies, procedures and regulations
- Investigate causes of Environment of Care issues and make recommendations for follow-up action to Administration
- Work proactively with Administration in meeting facility goals and construction projects
- Provide leadership and consultative services to departments and services within the organization in achieving regulatory/accreditation compliance
- Coordinate and supervise accreditation surveys as it pertains to support service units
- Act as the facility safety officer and is responsible for the coordination and supervision of compliance activities for the Environment of Care standards and practices
- Facilitate drills of all types and at all levels as required
- Direct and oversee the fulfillment of project assignments, within budget and on schedule
- Monitor staff to assure that they are following established safety policies and procedures
- Assure environmental rounds are conducted and follow-up on issues observed
- Ensure compliance with all Federal, State, and local Environment Health and Safety laws
- Serves as an active member of the Safety committee and other committees as designated by Administration
- Serves as Compliance Officer for the organization
- Participate in continuing educational opportunities for personal growth and development

Non-Essential Functions

- Perform other duties as assigned

Professional Requirements

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintains standards of professional society procedures and ethical behavior.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Participate in performance improvement and continuous quality improvement activities.
- Attend committee, CQI and management meetings as appropriate.
- Ensure compliance with policies and procedures regarding department operations, fire, safety, and infection control.
- Effectively and consistently communicates administrative directives to personnel and encourages interactive departmental meetings and discussions.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, ethics and goals of the organization.

Qualifications

- Associates of Science degree in health related field.
- Seven years' experience in related career field.
- Minimum of three years supervisory experience in motivating, training, appraising, and directing the efforts of professional and technical staff
- Working knowledge in support services units
- Must be knowledgeable in building codes and safety regulations.

Preferred Qualifications

- Bachelor's degree in health related field preferred
- Experience in construction management preferred
- Experience with accreditation survey processes
- Knowledge or experience with CMS regulations

Knowledge, Skills, and Abilities

- Strong organizational and interpersonal skills
- Knowledge of all Federal, State, & Local codes.
- Knowledge of OSHA, NFPA, Life Safety, & NEC Electrical Codes
- Ability to determine appropriate course of action in more complex situations
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, both orally and in writing
- Ability to handle difficult situations involving patients, physicians, or others in a professional manner

Physical Requirements and Environmental Conditions

- Physically demanding, high-stress environment
- Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions
- Pushing and pulling heavy objects
- Full range of body motion including handling and lifting objects
- Manual and finger dexterity
- Hand and eye coordination
- Standing and walking for extensive periods of time
- Lifting and carrying items weighing up to 50 lbs
- Corrected vision and hearing to within normal range
- Work under stressful conditions
- Work irregular hours including after hours
- Work in varying degrees of temperature (heated or air conditioned)

- May review interior and exterior work locations that involve hazardous environments requiring protective equipment that conforms to OSHA regulations and some physical discomfort due to temperature, dust and noise.
- May be required to work in confined spaces, on ladders and rooftops, and in adverse weather conditions.

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee's Signature

Date