

Position Title	Storeperson Advanced
Reports to	DC Team Leader
Direct reports	Nil
Band classification	GK6 - Victorian Public Sector Health (Health and Allied, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020
Date approved	May 2024

1. HealthShare Victoria

1.1 HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

2. Position summary

2.1 The Storeperson Advanced position plays an integral role in ensuring that the right stock gets to the right place at the right time for our customers.

- a. The Storeperson Advanced is responsible for efficiently receiving goods from suppliers and delivering goods from the Distribution Centre (Dandenong South) into Health Service facilities across the Southeast suburbs and Melbourne metropolitan area.
- b. The position is also responsible for storing goods in appropriate storage locations, picking goods required and packing/dispatch goods to customers as required.

3. Specific duties and accountabilities

3.1 Role description

- a. Load and unload trucks at pickup and delivery points and ensure load is safely secured and delivered to customers in good order and on time.
- b. Maintain a high standard of cleanliness and hygiene for personal presentation, ensuring any HSV clothing/PPE is kept in good condition or seek replacements if there are any faults or damage.
- c. Ensure vehicles are kept clean and any vehicle defects with the trucks/warehouse equipment are reported immediately, to be tagged out.
- d. Comply with delivery procedures of stock and cross-dock items and ensure signatures are obtained for all goods delivered to ensure proof of delivery at the designated delivery points.
- e. Perform pick packing function by ensuring all stock and documented requests are picked and made ready for dispatch to requesting departments within 24 hours.
- f. Ensure packaging containers and delivery trolleys are clean and/or cleaned prior to use.
- g. Perform stock take function (including both weekly cycle counting and annual stocktake).
- h. Maintain a high standard of cleanliness within all DC areas. This includes appropriate handling of broken (open) packaging, to ensure contents are kept clean and in good condition or disposed of by following the correct disposal of waste product/package process.
- i. Receive and put away all stock items into the correct storage locations within the Distribution Centre.
- j. Carry out other general stores functions as required (e.g. stock relocation, cleaning and repacking, etc).
- k. Be customer-centric and treat both internal and external customers with courtesy and respect.
- l. Be a point of contact for clients when delivering stock and uphold HSV values while interacting with customers and relay any feedback to the DC Team Leader in a timely manner.
- m. Support and participate in the Health Services OH&S procedures and BeSafe program.
- n. Assist in maintaining a safe work environment by reporting any incidents and/or near misses of unsafe work practices (including equipment onsite).

3.2 Leadership

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication with key HSV stakeholders to ensure the smooth operation of the organisation.
- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

3.3 BeSafe

- a. Support the implementation of the BeSafe strategy to improve safety culture and outcomes across the business.
- b. Maintain an active participation in all aspects of supply chain safety, compliance, regulation, and innovation to ensure HSV is kept informed of new and emerging risks and risk control solutions and prepared and proactive with regards to incident, injury, and hazard mitigation.
- c. Support the development of risk assessments and management of safety across HSV
- d. Help coordinate BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- e. Actively engage with team members to communicate, educate, and facilitate awareness of risks and to mitigate adverse incidents and achieve positive safety outcomes.
- f. Promote Health and Wellbeing Committee (HAWC) initiatives across portfolio.
- g. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.
- h. Work in accordance and cooperate with HSV BeSafe policies, procedures, and safe work practices. Attend any BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- i. Report hazards, incidents, and injuries in a timely manner, and alert your manager or OHS/BeSafe committee member to any unsafe practice. Take part in actions to eliminate hazards.
- j. Take affirmative action to ensure your own safety such as wearing the required personal protective equipment, follow organisation COVID procedures, adhere to cleanliness requirements and take part in any required attestations.
- k. Seek information and advice, when necessary, when carrying out any new or unfamiliar work. Do not undertake work outside your skill set, knowledge, or licence.

3.4 HSV values and cross functional collaboration

- a. Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- d. Develop skill levels of team members to ensure that functional requirements of Finance Systems can be met internally within the Finance Systems team and to ensure absences/employee departures can be appropriately covered.
- e. Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- f. Uphold HSV values:
 - i. Customer-centric; We work with our customer and put them at the centre of our decision making.
 - ii. Solutions-focused; We work together to find the best operational and commercial outcomes.
 - iii. Accountable; We do what we say we will do
 - iv. Respectful; We treat people the way we would like to be treated and work together in a safe, kind and honest way.
 - v. Open; We welcome new ideas and change as we continue to learn and grow.

3.5 Data security

- a. Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to the Head of Financial Planning and Analysis or the IT Service Management team.

3.6 Other duties

- a. While the principal duties of this position are as above, the Storeperson Advanced may be required to undertake other duties from time to time.

4. Qualifications and Experience Required

4.1 Experience

- a. Previous experience within a Distribution Centre environment is desirable i.e. stock control, manual handling experience and knowledge of product storage methods.
- b. Understanding of Occupational Health and Safety.
- c. Computer skills – track and input data into the warehouse management system (WMS).

4.2 Licences

- a. Medium Rigid licence (MR) - Desirable
- b. Forklift licence (LF) - Desirable

4.3 Personal

- a. Ability to work under pressure and meet deadlines
- b. Communication skills in terms of reading SKU numbers/product numbers and storage locations within the Distribution Centre in addition to verbal communication amongst team members.
- c. Collaborate with colleagues and work within a team environment, to ensure customer needs are met.

4.4 Location(s) for Work

- a. Primary:
 - i. Distribution Centre: Ordish Road Dandenong South, Victoria.
- b. Secondary:
 - i. Distribution Centre: Foxley Court Derrimut, Victoria.
 - ii. 11/50 Lonsdale Street Melbourne, Victoria.