

1. General Information

Position Title:	Facilities Contracts Manager
Division/Department:	Facilities / Infrastructure
Position Reports to:	Group Manager Facilities & Asset Management
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	Not Applicable
Location:	Richmond Pelaco – All Sites
Employment Status:	Permanent Position
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	0 FTE N/A
Key Relationships - internal and external	Internal: Hospital Executive Team, Key Hospital Staff, Finance Managers, Site Facilities Managers and teams. External: Contractors, Consultants, Lawyers/Solicitors, Strategic Suppliers.

2. Overview of Epworth HealthCare

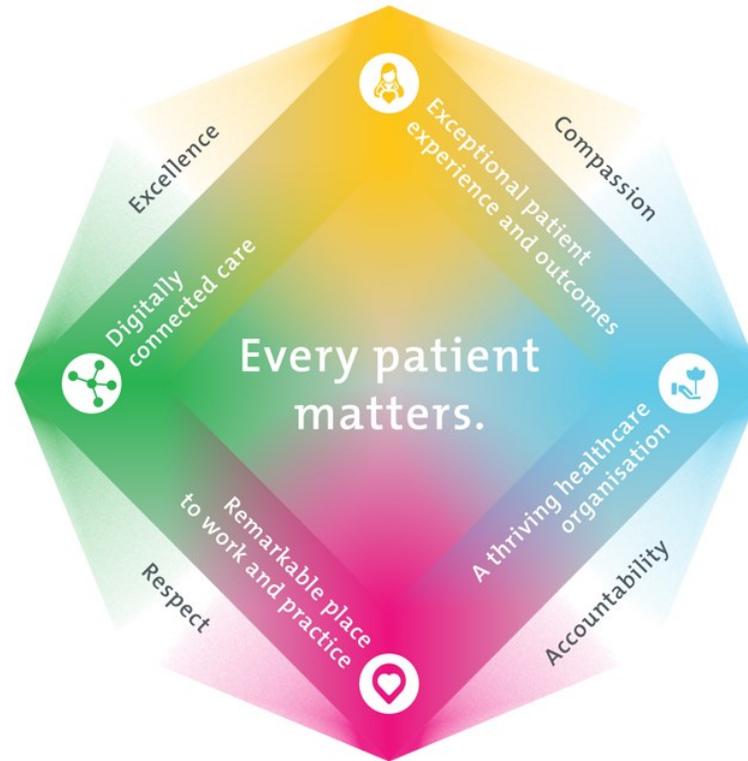
Epworth HealthCare is Victoria’s largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia’s health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth’s values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth’s purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.

A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

- Work closely with the Group Manager Facilities & Asset Management to oversee and manage the procurement and administration of all facilities maintenance contracts including monitoring and reporting on contractor performance to meet customer service outcomes, environmental and legislative requirements.
- Oversee and manage the group wide vehicle / fleet account, ensuring our vehicles are procured, serviced, maintained and fit-for-purpose.
- To work collaboratively with internal and external stakeholders to understand both customer and business needs and objectives.
- Building and sustaining effective relationships with key hospital staff in order to build a common understanding and address operational needs.
- To work collaboratively with the procurement team with preparing technical specifications and contractor KPI requirements.
- Manage risk and issues in a collaborative and proactive manner.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> • Work closely with the Group Manager Facilities & Asset Management to manage the Facilities service contracts, including monitoring and reporting on contractor performance to meet customer service outcomes, environmental and legislative requirements. • Prepare tender specifications and documentation and participate in procurement tender processes including evaluation, contractor selection and contract preparation and implementation in accordance with the Epworth Procurement Policy. • Manage and coordinate the maintenance of Epworth’s fleet including procurement and disposal, leasing, servicing, breakdown/accident management and reporting. • Investigate whole of life fleet asset costs and apply best practice management to determine procurement or leasing arrangements for informed decision making in liaison with the Group Manager. • Managing and maintaining data reporting and collection concerning contract service levels. • Conduct sourcing events in line with the Epworth Procurement Policy and Strategic Sourcing Framework. • Perform cost analysis and identify total lifecycle costs of tenders. • Carry out negotiations with suppliers. • Maintain up-to-date knowledge of asset management legislation, best practice and new innovations. • Determine process and methods of contract management and service delivery in consultation with the Group Manager Facilities & Asset Management. • Exercise judgement and innovation in development of facilities and building maintenance contract services and education programs. • Provide input for the day-to-day management of contracts to align with 	<ul style="list-style-type: none"> • Adherence to the Epworth Procurement Policy and Strategic Sourcing Framework. • No contracts in overholding. • Contractor and suppliers KPI’s continually being met. • Ensures sound financial management of relevant departmental OPEX budgets within approval level. • Regular and timely review of financial forecasts. • Ensures capital work projects are delivered according to project plan and budget. • Provides regular progress updates to management on contract performance. • Project Sponsor/Users post-project feedback to be 80% of above positive.

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>service delivery needs.</p> <ul style="list-style-type: none"> • Manage the contract KPI's with regular supplier meetings and reporting via TechOne. • Identify trends in the supply market and suggest possible strategies to initiate. 	
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Role model and actively promote a culture of high-quality patient care. • Provide excellent, helpful service to patients, visitors and staff. • Communicate with clear and unambiguous language in all interactions, tailored to the audience. • Build customer relationships and greet customers and patients promptly and courteously. • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies. • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service. • Responds quickly and proactively escalate concerns when necessary. • Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion. 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets. • Use AIDET principles in all interactions. • Compliments to complaints ratios. • Completes leader rounding at agreed frequency. • Issues are escalated to the manager and resolved in a timely manner.

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace. Integrate and review OHS performance in staff PDPs. Ensure all direct reports are held accountable for safety performance and actions. 	<ul style="list-style-type: none"> Adhere to infection control/personal hygiene precautions. Implement and adhere to Epworth OHS policies, protocols and safe work procedures. Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours. Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes. Mandatory training completed at agreed frequency.

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> MCIPS or other tertiary qualifications in Procurement, Engineering, Business Management or Facilities
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> Minimum of five (5) years demonstrated and extensive experience in contracts management and administration. Previous experience in negotiating for major spend areas. Extensive experience in people management with demonstrable strong people skills. Strong analytical skills and financial acumen necessary. <p>Desirable</p> <ul style="list-style-type: none"> Previous experience in supplier management and/or healthcare procurement.

Position Description



Required Knowledge & Skills	Essential <ul style="list-style-type: none"> • Computer literacy e.g. MS Office, TechOne and other reporting related technologies. • Financial tracking and reporting capabilities commensurate with managing multiple contracts. • Organisational, prioritisation and time management skills. • Sourcing process and good practice, understanding the negotiation process and total cost of ownership calculations • Provide expert advice to Executive and senior management.
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth’s values and behaviours <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	Essential <ul style="list-style-type: none"> • An intellectual curiosity that will allow them to ask the right questions and identify positive courses of action. • The ability to successfully navigate complete operating environments and manage competing commercial priorities. • A high level of comfort in working in high visible and accountable contexts. • Excellent in communications, people leadership and stakeholder management, with the ability to listen with empathy and act accordingly.

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Position Description



Print Name: _____

Date: _____