

Position Description



1. General Information

Position Title:	Facilities Manager Continuing Care and Support Services [CCASS]
Division/Department:	Hospitals/Infrastructure/Camberwell
Position Reports to:	Group Manager Facilities
Enterprise/Individual Agreement:	Individual
Classification/Grade:	Not Applicable
Location:	Camberwell and other Epworth sites as required
Employment Status:	Permanent Position
Resource Management (for Management positions only)	4 FTE
Financial Management	Annual Budget
Key Relationships - internal and external	<p><u>Internal:</u></p> <ul style="list-style-type: none"> Executive General Manager and Site Leadership Teams Group Director Infrastructure Group Manager Facilities Group Director Redevelopments Other Facilities leaders and teams Site Occupational Health & Safety manager and teams <p><u>External:</u></p> <ul style="list-style-type: none"> Contractors Consultants Authorities inc. Local Council, Fire, EPA, Utilities

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 Respect, Excellence, Community, Compassion, Integrity and Accountability. More information can be found on the [Epworth website](#).

Epworth’s purpose is Every Patient Matters. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is Caring for People. Innovating for a healthy community.

Epworth Portfolio

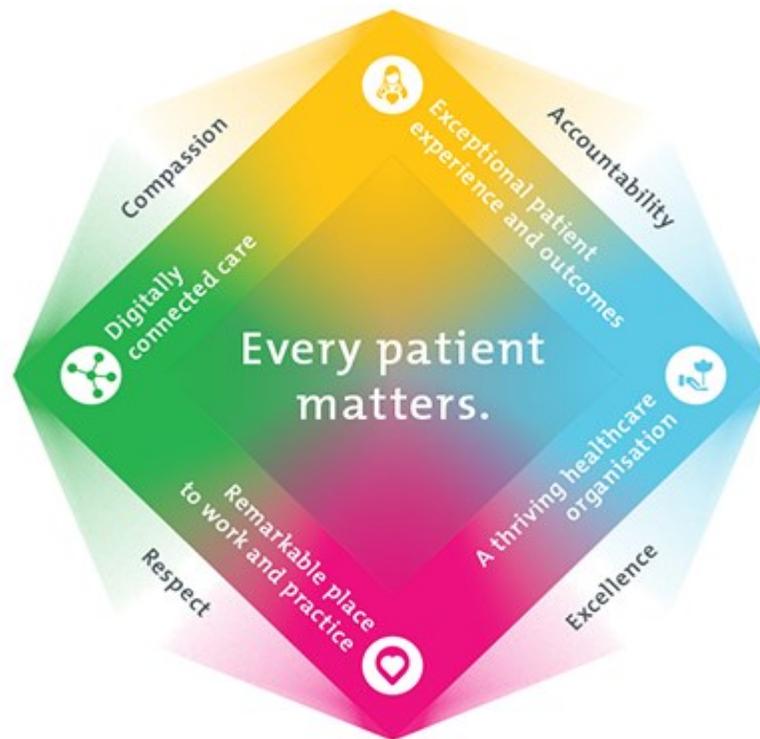
Epworth has a Melbourne and Geelong based portfolio of freehold and leasehold properties including: hospitals, medical consulting suites, office accommodation and a warehouse. Some of these hospitals have been recently constructed.

3. 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
Leadership and culture	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.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one’s own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	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.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

4. 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.

5. Purpose of the Position

The purpose of the Facilities Manager role is to:

- Lead the Business Unit Facilities function and have overall accountability for the optimal delivery of R&M activities and CAPEX/OPEX projects;
- Direct and lead the Facilities function and associated processes to deliver optimal and efficient service delivery aligned with Epworth's broader strategy to ensure the Business Unit's facilities and assets enable and support the broader business operations;
- Manage the facilities budget within prescribed targets;
- Resourcefully manage the service delivery teams; and
- Oversee and manage the effective governance of the facilities function across all locations within the CCASS Business Unit portfolio;

6. Key Responsibilities of the Position

Key responsibilities of the Facilities Manager is to:

- Effectively engage with inhouse Business Unit to ensure a coordinated and consistent delivery of services;
- Uphold clinical and operational legislative compliance;
- Contract Manage assigned key contracts;
- Achieve the Performance Indicators, Financial and other indicators (targets) as established by the Group Manager Facilities;
- Deliver exceptional inhouse customer service;
- Uphold workplace safety compliance for trades personnel and contractors (3rd Party Suppliers);
- Uphold and implement stringent budget management / controls for operational (OPEX/CAPEX) expenditure to budget;
- Effectively operationally manage contractors;
- Ensure all operational documentation to support Epworth HealthCare Facilities Strategy are fully recorded; and
- Prepare reports, chair meetings and prepare minutes as applicable.

7. Facilities Delivery Team

The facilities operational team encompasses in-house site-specific trades personnel, third party contractors (suppliers) and consultants.

8. Facilities Operating Platform

The facilities financial and operational (PPM's and Reactive Works) operating system is Technology One (Tech1).

9. Position Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p>Leadership</p> <ul style="list-style-type: none"> Actively engage with all stakeholders to understand their needs; Assess the performance of the Facilities Team in meeting their needs; Support the Group Manager Facilities to develop and implement strategic and operational business plans for Facilities; Create a culture of environmental awareness, accountability and action; At all times act and behave in line with Epworth’s values and behaviours 	<ul style="list-style-type: none"> Actively engaged with site stakeholders and balance group strategy with local site needs and goals in the interests of providing best practice Facilities Management Optimum delivery of services by the inhouse trades personnel Ensure adherence to Facilities Operational Plan and Epworth’s strategic plan.
<p>Strategy</p> <ul style="list-style-type: none"> Scope CCASS Facilities priorities and needs by consulting, engaging and liaising with key stakeholders; Provide leadership and specialist advice to Facilities team to achieve a “One Epworth” consistent service delivery; Build relationships with approved external organisations and contractors (suppliers) to meet business needs and are in line with Epworth’s strategic and procurement directions; Develop a programmed/corrective maintenance schedule to achieve effective and value for money the facility maintenance operations; Develop and implement long term asset replacement plan and prioritisation; Develop, implement and track against strategies, initiatives and KPIs. 	<ul style="list-style-type: none"> Operational Unit’s Facilities Plan aligns with Epworth’s Group Facilities strategy Agreed reporting and management frameworks consistent with One Epworth and consistent delivery methods developed and incorporated into daily operations Clear strategies for creating efficiencies in service delivery Data / Reporting provided adds value and leads to improvements to the bottom line; CCASS Portfolio asset management and replacement plan in place; Submission business cases for asset replacement or capital investments’ Monthly/Quarterly operational and clinical reporting’ KPI reporting
<p>Tech1 System and Processes</p> <ul style="list-style-type: none"> Participate in the preparation of accurate processes; Participate in the preparation and/or review of user guides; Uphold the delegated \$ levels of authority by all facility team individuals Uphold and ensure the administrative processes associated with Tech1 System are adhered and met by all Facility team individuals; 	<ul style="list-style-type: none"> Non-repeat errors by facility team individuals; Adherence with Tech1 user guides by facility teams individuals; Delivery of Facility Services by both inhouse trades personnel and 3rd party contractors to be within specified Tech1 KPIs

<p>Customer Service</p> <ul style="list-style-type: none"> • Build effective relationships and credibility with key internal stakeholders and build strong customer service practices; • Maintain regular liaison with key internal stakeholders to maintain a positive working relationship; • Guide the inhouse service delivery teams to deliver clear communication to stakeholders and clinical/non-clinical personnel; • Proactively identify future Facility’s needs; • Validate (via audits and personally) that the inhouse trades personnel deliver quality of service to expectations in particular mechanical PPMs and tasks performed in Theatres and clinical areas; • Ensure that the Facilities team is designed to continue to adhere to Epworth’s customer-centric cultural values • Build effective relationships with the WHS and Infection Control to imbedded expectations into the facilities services 	<ul style="list-style-type: none"> • Positive relationships with key stakeholders; • Nil key stakeholder complaints; • Completion of audits to assess quality of service by inhouse service delivery teams and 3rd party contractors (suppliers); • Facilities teams adherence with Epworth’s Vision and Strategy; • Adherence with Facilities Service Level Agreement (SLA) for the delivery of the facilities services to the business (Epworth) and report against the KPI’s as per specified frequencies.
<p>Safety and Wellbeing</p> <ul style="list-style-type: none"> • To ensure a safe workplace is provided for all employees and other personnel including contractors • All employees and other personnel under the authority of the manager are fully educated of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised • Adherence to incident escalation management process; • Ensure Facilities Team identify/record/report site hazards and conduct assessments to mitigate operational risk; • Work safely and not place themselves or others safety at risk. 	<ul style="list-style-type: none"> • Adhere to Epworth OHS policies, protocols and safe work procedures • All contractors are managed in accordance with Epworth Contractor Management policies & protocols. • All hazards, incidents and injuries are reported in RiskMan within 24 hours • All hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Integrate and review OHS performance in staff PDPs • All direct reports are held accountable for safety performance and actions • Actively participate in risk management activities

<p>Finance</p> <ul style="list-style-type: none"> • Manage site operations to annual budget and tracked monthly via MTD and YTD P&L reporting; • Record and track “out of scope” Opex and Capex works to substantiate monthly P&L expenditure; • Manage and validate that the Facilities Team and Facility Administrator’s manage the monthly closure rates of reactive and PPM to meet monthly KPI’s; • Manage within financial delegated authority limits; • Manage and validate that the Facilities Team and Facility Administrator’s accurately ensure that all works (reactive and preventative) shall have Work Orders and/or Purchase Orders issued prior to contractors (suppliers) are appointed; • Process/approve Work Orders and/or Purchase Orders within delegated authority limits; • Manage and validate that the facilities Team and Facility Administrator’s receipt Work Orders and/or Purchase Orders to ensure payment of invoices by AP Team; • Manage and validate Facility Administrator’s consult with suppliers to ensure correct and validated invoices are submitted to AP in a timely manner in accordance with financial practices; • Assist in the preparation of the annual Facilities budget 	<ul style="list-style-type: none"> • Meeting MTD and YTD financial targets; • Formal tracking of “out of scope” Opex and Capex works; • Closure rates of reactive and PPM works meet set KPI’s; • All external works to have purchase orders raised prior to receipt of invoices except for government organisations; • Suppliers (appointed by Facilities) not to place Epworth on stop credit;
<p>Facility Operations Management</p> <ul style="list-style-type: none"> • Manage the inhouse service delivery Teams to perform reactive and PPM tasks; • Manage the Facility Administrators to administer the reactive and PPM works programmes; • Manage inhouse trades personnel the consumables, inventory and critical spares; • Manage inhouse rosters; • Manage the delivery of the asset management plan deliverables by the inhouse trades personnel and 3rd party contractors (suppliers); 	<ul style="list-style-type: none"> • Conduct Toolbox sessions; • Manage in-house Teams and 3rd party contractors (suppliers) tasks/services to assigned KPI’s; • Consumable inventory; • Critical spares inventory; • Inhouse rosters prepared in advance (minimum 1 month in advance); • Delivery of PPMs and reactive works to assigned KPI’s • PPM’s and reactive works not be extended more than one extension;

Position Description



<ul style="list-style-type: none">• Identify operational service innovations;• Ensure and validate that the Facility Administrator (PPM's) maintains all property data, asset registers, PPM's, PPM Purchase Orders accurately, receipts the works when complete and up-to-date;• Ensure and validate that the Facility Administrator (Reactives) maintains Work Orders and Purchase Orders accurately, receipts the works when complete and up-to-date;• Conduct building audits/inspections to independently ensure operational compliance by the Facility Teams and 3rd party contractors (suppliers) in accordance with contractual deliverables and the Facility Management Strategy;• Manage and ensure reactive and PPM works are completed within pre-determined budget and response/completion times as specified within Tech1 assigned priorities;• Manage and ensure PPM and corrective maintenance works are completed within pre-determined budget and response/completion times as specified within Tech1 assigned priorities and supporting documentation (service sheets) are supplied;• Manage and ensure the accuracy of hospital operational data (eg. Asset Registers, PPM Schedules, EoL registers, various report recommendations etc);• Ensure all works are carried out in a timely manner, to a high standard and in accordance with specifications, requesting status updates/reports and ensuring matters arising are actioned within specified timeframes.• Manage and oversee the implementation strategies within specified timeframes;• Ensure compliance with clinical, legislative and applicable standards relating to Epworth;• Adhere with Epworth protocols and operational workflows;• Be available for unforeseen after hours call-out in emergency/crisis situations with respect to building services & maintenance;	<ul style="list-style-type: none">• Preparation of operational and clinical reports;• Minimise BMS alarms to assigned KPI's;• 3rd party contractor (Supplier) works correctly receipted in Tech1 to not delay invoice payments;• Limit AP direct invoices only to government and utility invoices;• Technical data within tech1 accurate and reviewed on a quarterly basis;• Mitigate clinical and legislative breaches;
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<ul style="list-style-type: none"> • Provide day to day line management support, mentoring and training to direct reports; • Other tasks as assigned by the Group Manager Facilities. 	
<p>Contract Management</p> <ul style="list-style-type: none"> • Accurately manage the service quality standards delivered by suppliers; • Validate supplier performance against contract KPIs and provide regular feedback/reports on contract and performance status to Group Manager Facilities; • Assist in the review of Supplier contracts and provide recommendations for improvement; 	<ul style="list-style-type: none"> • Conduct supplier cyclic contract meetings; • Maintain contract variation matrix uptodate;

10. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<ul style="list-style-type: none"> • Facilities, engineering management or a related discipline – Essential • Trade qualifications/background in mechanical – Preferable
Previous Experience	<ul style="list-style-type: none"> • Healthcare industry – Preferable • Facilities/engineering management – Essential • Using industry BMS – Preferable • Managing inhouse service delivery teams – Essential • People management with demonstrable strong people skills – Essential • Analytical skills to assess mechanical and electrical matters – Essential • Financial acumen – Essential
Required Knowledge & Skills	<ul style="list-style-type: none"> • Best practice in the operation of facilities management – Essential • Developing organisation-wide facilities strategies and plans – Preferable • Environmentally sustainable facilities management frameworks – Preferable • Leadership skills in communication (verbal, written and online) and presentation – Essential • Ability to drive organisation-wide initiatives and strong organisational, planning and prioritising ability – Essential

Position Description



	<ul style="list-style-type: none"> • Higher order problem-resolution, lateral thinking and ability to think laterally and strategically to meet deadlines and productive quality work under pressure – Essential • Computer literacy including MS Office suite and understanding of property / facility systems – Essential • Ability to challenge current practices and develop and promote new innovative systems – Essential • Ability to facilitate change – Essential • Ability to manage stakeholder expectations and business requirements – Essential
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> • Respect • Excellence • Compassion • Community • Integrity • Accountability 	<ul style="list-style-type: none"> • Passionate about the provision of leadership and support all aspects of service delivery in accordance with legislated requirements, industry codes of practice and relevant standards and organisational policy and procedures • Demonstrated management of human and material resources to meet the organisational requirement for cost efficient service delivery • Contribute to the development of a cohesive, facilitative and inclusive team based culture, embracing high levels of service • Prepared to make a commitment to Epworth’s mission and values • Superior communication, influencing, interpersonal and relationship management skills, including effective presentation and public speaking skills • Supports an environment of continuous learning and quality improvement • Advanced skills in prioritising, problem solving, systems and process management • Enthusiasm to be agile and mobile across sites as required • Have a high level of resilience and ability to perform in a constant and busy environment • Ability to build and maintain rapport and effective relationships with key internal and external stakeholders, including the ability to provide advice that positively influences strategic direction • Ability to consider and effectively manage competing priorities and strategic directions when planning and achieving performance outcomes • High attention to detail to meet quality and compliance requirements

Document Control

Date Developed:	Date Last Reviewed:	Developed By (Position Title):	Reviewed By (Position Title)
January 2025	January 2025	Group Manager Facilities	Director Infrastructure

11. 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: _____

Print Name: _____

Date: _____