

Position Description



1. General Information

Position Title:	Building Operator
Division/Department:	Facilities Department- Richmond
Position Reports to:	Facilities Supervisor
Enterprise/Individual Agreement:	Epworth Healthcare Health and Allied Services Enterprise Agreement 2018
Classification/Grade:	HPQ25
Location:	Facilities Department – Richmond
Employment Status:	Full Time – <i>Available to work on call as required including weekend work.</i>
Key Relationships	Facilities Manager, Maintenance Personnel, Contractors and Facilities Administrative Staff.

2. Overview of Epworth HealthCare

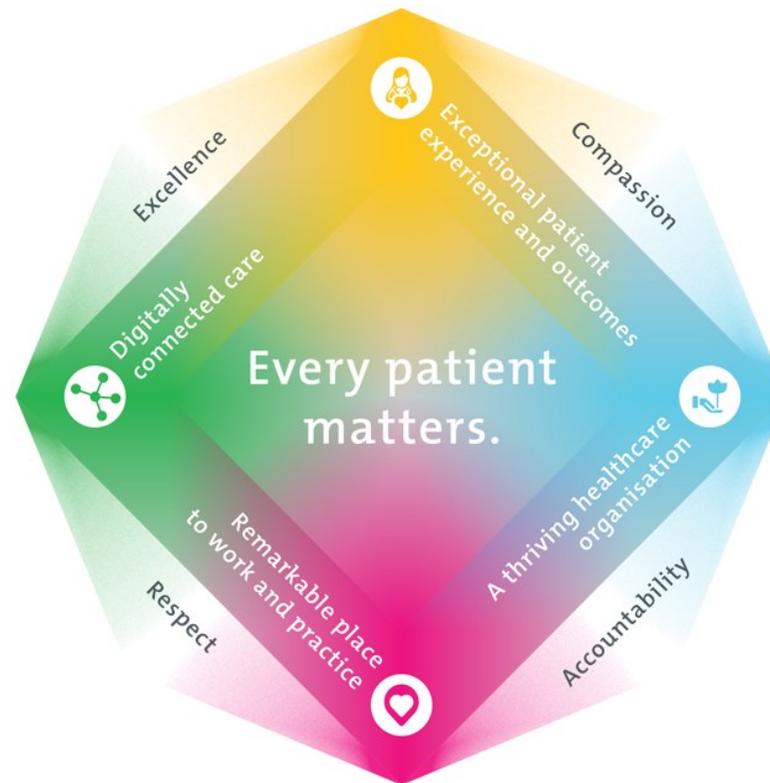
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

To ensure the safe and effective operation of all plant and equipment throughout Epworth. The building Operator is required to;

- Provide first line response to all urgent requests.
- Liaise with stakeholders and ensure they are kept informed as to the status of their requests/ issues.
- Pro-active reporting to the Facilities Supervisor of any complications which may hinder the flow of customer requests.
- When required work hands on either individually or with team members and contractors.
- Operate the BMS- Building Management System

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"> • Motivated • Service orientated • Ability to work independently or as a part of a team • Ability to work under pressure or to strict deadlines • Honest, reliable & punctual • Prepared to make a commitment to Epworth’s Vision and Values • Committed to continuous quality improvement • Punctual and disciplined work ethics • Good organisational skills • Ability to respond well in emergency situations • Team orientated 	<ul style="list-style-type: none"> • Good communication skills in English, both written and verbal • Multi skilled in various areas of building maintenance • Plant maintenance and fault-finding experience preferred • Knowledge of building controls, comm.’s and data • Air Conditioning/Refrigeration license desirable • Knowledge of Steam Raising Plant and Reticulation • Knowledge of Building Management systems, preferably Schneider.
Key Result Areas	Key Activities
<ul style="list-style-type: none"> • To be fully conversant with the operation of all systems and services. 	<ul style="list-style-type: none"> • To be responsible for all Control Room Staff, Engineering Staff and Contractors on site, in the absence of the Engineering coordinator/Manager.
<ul style="list-style-type: none"> • The provision of a maximum ten (10) minute response to all priority requests, and the completion of within priority time frame. 	<ul style="list-style-type: none"> • Provide first line response to all urgent requests.
<ul style="list-style-type: none"> • Equipment/Services performance and effectiveness tests and calibration. 	<ul style="list-style-type: none"> • In conjunction with the Facility Technician ensure no priority 1 work requests exceed its priority timing.
<ul style="list-style-type: none"> • All buildings to operate at the optimum level, controlling energy consumption and demand levels. 	<ul style="list-style-type: none"> • To provide first class service and facilities to our guests.
<ul style="list-style-type: none"> • To demonstrate the ability to manage other staff in an efficient and professional manner. 	<ul style="list-style-type: none"> • Liaise with stakeholders and ensure they are kept informed as to the status of their requests/ issues.
	<ul style="list-style-type: none"> • Pro-active reporting to Facilities Manager of any complications which may hinder the flow of customer requests.

	<ul style="list-style-type: none"> To operate manually or via the Building Automation System, all building/mechanical and electrical services to the optimum.
	<ul style="list-style-type: none"> To carry out repairs and maintenance inspections of building/mechanical, undertaken by in-house trade staff or sub-contractors.
	<ul style="list-style-type: none"> To fully familiarize his/herself in all the roles and responsibilities of the Control Room Operator.
	<ul style="list-style-type: none"> Advise the Engineering Co-coordinator/ Engineering Services Manager of any faults, defects or unsafe conditions found with any of the hospital services.
	<ul style="list-style-type: none"> Ordering and stocking of all relevant spares/materials.
	<ul style="list-style-type: none"> To carry out other duties as directed by the Facilities Manager
	<ul style="list-style-type: none"> To be prepared to work a reasonable amount of overtime as required.
	<ul style="list-style-type: none"> To demonstrate flexibility with shift rosters as required.
	<ul style="list-style-type: none"> To train temporary/new staff as required. To carry out all relevant duties as noted in Epworth's Emergency Policy & Procedure Manual, Engineering Policy & Procedure Manual and the Safe work Practices Manual.
	<ul style="list-style-type: none"> To continually update mechanical/electrical site plans as required.
	<ul style="list-style-type: none"> To carry out audits on reticulation systems within the campus as instructed.

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> Building Trades qualification (HVAC, Electrical, Plumbing etc.)
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> 5 years working in a facilities environment including the use of a BMS system (Building Management System)

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	<p>Desirable</p> <ul style="list-style-type: none"> • Experience with security and security systems
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Computer literacy e.g. MS Office, • Organisational, prioritisation and time management skills, • Work with managers to ensure high utilisation of available technology, • Demonstrated organisational skills • Building Management Systems - BMS
<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"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • Ability to work well as a member of different teams, • Good communication, influencing, interpersonal and relationship management skills, • Demonstrate initiative and management of human and material resources to meet the organisational requirement for cost efficient services whilst maintaining the safety of patients, visitors and staff. • Contribute to the development of a cohesive, facilitative and inclusive team-based culture, embracing high levels of service orientation particularly towards key stakeholders. • A ‘can-do’ attitude and solutions focussed approach with a proven track record in meeting KPIs and project management; Ability to manage differing and sometimes conflicting needs. • Prepared to make a commitment to working towards Epworth’s mission and values and delivering on our strategic plan.
Physical Requirements	<p>Working in plant rooms, confined spaces and workshops which may require the following;</p> <ul style="list-style-type: none"> • Bending • Reaching • Pulling • Twisting • Lifting heavy objects.

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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
20/07/2022	20/07/2022	Facilities Manager

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: _____

Print Name: _____

Date: _____