

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.</p> <p>Together, we stand with Australians in need until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	Facility Coordinator
Division:	Community Services
Classification:	Facilities Management Employees
Level:	Level 5
Program:	Stuart Lodge
Reports to:	Program Manager
Position Purpose:	<p>To manage the effective operations of the Stuart Lodge facility to provide an efficient and safe working environment for staff and service users.</p> <p>Stuart Lodge provides Emergency accommodation for individuals, couples or families in Alice Springs experiencing or at risk of homelessness.</p>

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Work Health and Safety
Key tasks	Position holder is successful when
<ul style="list-style-type: none">• Ensure that Stuart Lodge is maintained to a standard that complies with internal and external safety standards.• Identify potential building and safety risks and take action to eliminate in conjunction with the Program Manager/Area Manager.• Manage the Emergency Evacuation and Fire Safety plans for Stuart Lodge.	<ul style="list-style-type: none">• Stuart Lodge complies with external safety standards and MA Safety policies and procedures.• Knowledge of National and State-based Workplace health and Safety Legislation is maintained.• All building hazards, risks and incidents are investigated, and appropriate standards

<ul style="list-style-type: none"> • Ensure that work undertaken by contractors at Stuart Lodge is undertaken safely and in accordance with MA Contractor Management performance. • Ensure compliance with security measures, Child Protection legislation and MA Child Safe Policies and practice. 	<ul style="list-style-type: none"> • implemented to improve health and safety within the facility. • Program Manager/Area Manager are involved in the elimination of safety risks. • Stuart Lodge has an up to date Emergency Evacuation Plan and fire and evacuation drills are conducted as per annual schedule. • Fire Wardens and First Aid Officers are in place and have completed required training. • All Emergency information is kept up to date and displayed accordingly. • Contractor engaged to perform work are inducted and adhering to relevant WH&S legislation. • Site security and exit procedures are followed at all times. • All Child Safe issues or Child Protection concerns are reported in a timely and accurate manner and escalated to the Program Manager.
Key Result Area 2	Facility Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Responsible for the operational aspects of Stuart Lodge to ensure building is fit for purpose and maintained in a systematic fashion, while keeping to budget, including cleaning, repairs and maintenance, ground maintenance, security, fire services, safety and security. • Ensure compliance with internal and external policies and procedures related to the management of the facility, including WHS legislations and policies and Environmental Health requirements for Public Accommodation. • Work collaboratively with Territory Housing, identifying aspects of the Stuart Lodge facility that fall under their jurisdiction and responsibility. 	<ul style="list-style-type: none"> • Stuart Lodge provides a safe, clean and liveable environment for all clients and staff. • Stuart Lodge complies with all expected standards inclusive of safety and health. • All policies and procedures are adhered to and followed. • Stuart Lodge adheres to all Public and Environmental standards for Visitor Accommodation. • Territory Housing are actively contributing to the upkeep and maintenance of Stuart Lodge within leasing arrangement scope.
Key Result Area 3	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Work closely with the Program Manager to support the operational and strategic focus of Stuart Lodge. • Work collaboratively with Territory Housing. 	<ul style="list-style-type: none"> • Positive working relationship exists between Facility Coordinator and Program Manager. • Positive working relationships have been established with Territory Housing and their contractors.

<ul style="list-style-type: none"> • Develop strong relationships with external stakeholders and contractors. • Develop strong relationships with internal MA stakeholders. 	<ul style="list-style-type: none"> • Positive relationships are maintained with all internal and external stakeholders.
Key Result Area 4	Administration and Finance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Complete administration tasks as required to ensure the facility operates efficiently. • Ensure all staff related administration is completed, including recruitment and on boarding, timesheets, Ochre cards and Incident reporting. • Oversee the processing of accounts receivable and accounts payable, cash handling, invoicing, reconciliations and banking processes. • Oversee room allocations and activities being recorded the RMS (Reservation Management System). • Ensure all WHS reports are completed as required. • Review and refine systems that improve overall administrative practices. 	<ul style="list-style-type: none"> • Administration tasks are completed in a timely and accurate manner. • All staff related administration is completed in a timely and accurate manner. • All financial processes follow due processes and are accurate. • Rooms are allocated in a culturally sensitive manner, respect physical limitations and ensure adherence to Child Safe practices. • WHS reports are completed and actioned in a timely manner. • Systems and processes are effective and efficient ensuring minimal errors occur.
Key Result Area 5	Team Supervision and Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Provide leadership and supervision to all Facilities Management and Administrative employees. • Team meetings are conducted regularly to ensure facility and admin employees remain informed of program/facility activities. • Ensure rosters are developed, and all shifts covered, for all Stuart Lodge including; cleaners, kitchen staff, maintenance and administration staff. • Manage staff timesheets and training requirements. • Ensure good communication and support is provided to facility and admin employees working weekends/evenings. • Ensure facilities and admin employees plan and organise their work effectively, and monitor workflows. • Contribute to the ongoing improvement of service delivery • Escalate ongoing employee performance issues to the Program Manager. 	<ul style="list-style-type: none"> • Stuart Lodge is operating effectively and supporting the delivery of positive service delivery. • Stuart Lodge employees feel supported and have clear direction. • Team meetings occur regularly. • Weekend/evening staff feel included as part of the and supported. • Full shift coverage is maintained ensuring effective operations of the facility and program, while adhering to all Enterprise Agreement and budget requirements. • Staff are paid in a timely manner and all training is up to date. • Communication of information is regular, clear and concise. • Employees actively participate in reviewing policies and practices, seeking out opportunities for quality improvement. • Fact-finding provided to the Program Manager following an incident is clear and accurate.

<ul style="list-style-type: none"> • Conduct preliminary investigations into workplace incidents, issues and grievances and report to the Program Manager. • In consultation with the Program Manager, undertake recruitment and selection of new and replacement staff as necessary in a fair and equitable fashion, in line with MA's policy and procedural guidelines. • Induct and train new and existing employees to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures. 	<ul style="list-style-type: none"> • Grievances are dealt with at the lowest possible level as per the relevant MA policy and procedures. • All grievances and performance issues are managed in a timely manner. • Employees are inducted, probation periods are monitored, supervision conducted and documented, and PMR completed according to the MA Policies and procedures.
---	--

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace.
- Ensure required workplace health and safety actions are completed as required.
- Participate in learning and development programs about workplace health and safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Purpose and Values

- Actively support Mission Australia's purpose and values.
- Positively and constructively represent our organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.).
- To help ensure the health, safety and welfare of self and others working in the business.
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#).
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Formal qualifications at Trade level or relevant tertiary qualifications in Facilities Management, Building Services or a related field such as project management, business management or construction management are desirable.
- Demonstrated experience working in a similar Facilities Coordination role for a large organisation.
- Sound knowledge of legislation relevant to facilities management including Workplace Health and Safety legislation and Child Safety practices.
- Demonstrated ability to provide supervision to employees and provide expert advice to employees at lower levels.
- Demonstrated experience developing and managing rosters, ensuring they are in line with Modern Awards or Enterprise Agreements.
- Strong organisational and time management skills.
- The ability to establish and maintain strong relationships with internal and external stakeholders.
- The ability to make sound decisions and to solve problems.
- A sound level of computer literacy including proficiency in Microsoft Office packages.
- Alignment to the values of Mission Australia.

Key challenges of the role

- Maintaining an aging facility.
- Ability to occasionally work on weekends or evenings

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check	<input checked="" type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Driver's Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input checked="" type="checkbox"/>	Senior First Aid Certificate

Approval Tracey McNee, Area Manager

1 September 2020

People Leader name

Approval date