



ROLE DESCRIPTION

Role Title:	Senior Property and Facilities Manager
Classification Code:	ASO7
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing (DHW)
Hospital/ Service/ Cluster:	
Division:	Corporate and Infrastructure Division
Department/Section / Unit/ Ward:	Infrastructure
Role reports to:	Director Property and Accommodation
Role Created/ Reviewed Date:	July 2023
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

- > Lead the planning, delivery and evaluation of facilities management and maintenance programs and services for DHW sites in compliance with legislative requirements, Australian Standards and relevant regulations.
- > Lead and manage a high performing team in the delivery of customer centric facilities management functions and the responsive address of facilities issues and requests.
- > Manage, coordinate and provide advice to the planning, delivery and review of a range of minor and major projects, including liaising with DHW and external stakeholders to scope projects, managing and administering project budgets and ensuring contracted works meet requirements.

Direct Reports:

- > 2 x Facilities Project Officer – ASO4

Key Relationships/ Interactions:

Internal

- > Work closely with the Director, Property and Accommodation,
- > Work collaboratively with Property and Security team management and staff, Health Capital Project and Capital Planning Teams, SA Health Local Health Networks - Facilities Corporate Services Managers.
- > Liaise with DHW management and staff and relevant internal stakeholders.

External

- > Liaise with and participate in meetings with the Across Government Facilities Management Agreement (AGFMA) service provider.
- > Liaise with contractors and service providers.
- > Liaise with the tenants who occupy space within DHW facilities.

- > Liaise with landlords/landlord facilities representatives where the Health Services occupies rented property.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Balancing competing priorities and expectations to ensure legislative requirements for all programs, projects and activities are met.
- > Develop and manage relationships with key internal and external stakeholders to achieve desired outcomes for DHW in line with contractual obligations and budgets.
- > Leading and managing a team responding to large numbers of maintenance or facilities issues or requests, and ensuring systems, processes and documentation are fit for purpose and adapt to changing requirements.

Delegations:

- > Financial Delegation: - Group E Level 5

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Facilities Management Services	<ul style="list-style-type: none"> > Lead the planning, delivery and evaluation of facilities management and maintenance programs, functions and services for DHW sites in compliance with legislative requirements, Australian Standards and relevant regulations. > Lead and manage a high performing team skilled in the delivery of customer centric facilities management functions and services and effectively manage the teams budget and financial and physical assets. > Develop, implement and evaluate procedures, guidelines and work instructions relevant to operations and contribute to the development of related policy. > Initiate, implement and evaluate processes and systems that ensure that all documentation and reporting is accurate and completed in a professional and timely manner > Provide mentoring and guidance to team members to support capacity and capability building in the delivery of complex programs and services and the identification, assessment and escalation of risks.
Preventative and breakdown maintenance	<ul style="list-style-type: none"> > Lead the planning, development and delivery of cost effective preventative and breakdown maintenance programs and services including maintenance operations, minor works, and energy management. > Manage, oversee and report on maintenance contracts, procurement processes and contractual agreements ensuring that services are performed and delivered to contract specifications and timelines. > Oversee the provision of preventative and breakdown maintenance services to DHW and all associated buildings under the Across Government Facility Management Arrangement (AGFMA), including providing expert advice to the identification, management and mitigation of risks and issues. > Manage, monitor and ensure the maintenance of accurate facilities and maintenance records, registers and information systems in compliance with legislative requirements, relevant Australian Standards and the Building Code of Australia. > Lead and undertake service delivery benchmarking processes including

	liaising with DHW staff to benchmark service delivery outcomes.
Project management	<ul style="list-style-type: none"> > Lead, coordinate and provide advice to the planning, delivery and review of projects, minor alterations and modifications, including monitoring and reporting on budgets and deliverables. > Initiate, coordinate and evaluate service improvement and change projects including developing service enhancement strategies and engaging across internal and external service providers and impacted groups to facilitate meaningful change. > Develop and maintain collaborative working relationships with Department of Infrastructure and Transport management and staff in relation to projects managed under the AGFMA.
Customer Service and quality processes	<ul style="list-style-type: none"> > Lead and model an integrated approach to service provision that is customer focussed, maintains confidentiality, and delivers prompt and courteous service to patients, families, carers and colleagues. > Initiate, develop and implement systems and practices that deliver and promote continuous improvement in customer service, including evaluating client feedback and actioning required change. > Provide a responsive point of contact for escalated issues and act in a professional manner at all times when dealing with internal and external clients. > Participate in the Quality Management system including monitoring and evaluating activities and mechanisms, identifying opportunities for improvement and correcting problems to improve customer care and services. > Lead, develop and foster a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation. > Attend annual mandatory training, as required.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil.

Personal Abilities/Aptitudes/Skills:

- > High level interpersonal, and written and verbal communication skills, with a significant capacity to influence and create trust with management, staff, stakeholders and clients at all levels, negotiate successful outcomes, and present complex concepts clearly and concisely to a diverse range of clients and stakeholders.
- > Demonstrated ability to interpret complex information and systems. and to research, analyse and resolve complex problems in a timely and resourceful manner, including determining appropriate methodologies and standards.
- > Demonstrated ability to work independently, as well as collaboratively in a team, under broad direction, exercise significant levels of delegated authority to identify performance outcomes, determine methodologies and prioritise activities to ensure that the required standards of service and quality are met within tight timeframes.
- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the Work Health and Safety Act 2012 (SA), utilising AS/NZS ISO 31000:2018 Risk Management- Principles and Guidelines, or to an equivalent set of standards.

Experience:

- > Significant experience planning, managing and overseeing the delivery of facilities management and maintenance programs and services, within an Across Government Facilities Management Arrangements (AGFMA) environment and in compliance with legislative requirements, Australian Standards and relevant regulations.
- > Significant experience in managing a high performing team, and related resources and budgets, in the delivery of responsive and customer centric facilities management services.
- > Significant experience in planning, delivering and evaluating major and minor projects, alterations and modifications, including managing, monitoring, reviewing and reporting on budgets, procurement processes and contracts, and engaging with internal and external project stakeholders and clients.

Knowledge:

- > Comprehensive knowledge of preventative and breakdown management, Australian Standards, the Building Code of Australia and asset management legislation applicable to a health care setting.
- > Detailed knowledge of AGFMA, government procurement and contract management policy, and related agency procedures and practices.
- > Significant knowledge of facilities management and maintenance principles, practices and systems including the Facilities Management Information System (FAMIS), customer service principles and human and physical resource management principles and practices.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Tertiary qualifications in a Construction Management, Business, Management, Project Management, Building Surveying or other relevant discipline

Knowledge:

- > Knowledge of auditing standards and principles as outlined in AS/NZS ISO 19011.
- > Knowledge of contract administration.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > *For appointment in a Prescribed Position* under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for *'Approved Aged Care Provider Positions'* every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and Far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

The Infrastructure Branch is part of the Corporate and Infrastructure Division within the Department for Health and Wellbeing. Infrastructure contributes to the delivery of a safe, efficient, effective and environmentally sustainable public health system by planning for, delivering and sustaining infrastructure to meet the needs of clients across SA Health. Infrastructure includes the Capital Projects Team; Property, Leasing, Accommodation and Facilities Team; and the Asset Management and SA Biomedical Engineering Team

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees.

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date: