

## POSITION DESCRIPTION

<b>Position Title:</b>	GM – Operational Services
<b>Direct Supervisor:</b>	Chief Executive Officer
<b>Direct Reports:</b>	Property Coordinator, ILU Coordinator
<b>Key Relationships:</b>	GM Finance, GM People & Culture, Facility Manager(s), Community Manager, Property Assistant, Purchasing Officer, Maintenance Officer(s).
<b>MAIN PURPOSE OF POSITION:</b>	
<p>The primary purpose of this role is to oversee and lead the property and maintenance department and manage the Independent Living portfolio. This role will manage risk and business continuity and will lead negotiation, monitoring and management of all major/key contracts.</p> <p>This role is part of the Executive Management Team.</p>	
<b>Key Accountabilities</b>	<b>Standards of Performance</b>
Occupational Safety & Health	<ul style="list-style-type: none"> <li>▪ Actively support the CapeCare WH&amp;S strategic objectives through the work responsibilities of this position and continually strive for improvements.</li> <li>▪ Observe and comply with all health and safety instructions, procedures, signs and notices relating to your work and correctly use the appropriate protective clothing and equipment supplied.</li> <li>▪ Follow Infection Prevention and Control procedures and standards relevant to the role.</li> <li>▪ Use correct documented procedures to correct, if possible, and immediately report any unsafe situations, near-miss incidents and all work related injuries.</li> <li>▪ Maintain good housekeeping at all times.</li> </ul>
Personal Leadership	<ul style="list-style-type: none"> <li>▪ Acts with honesty, empathy and kindness towards co-workers and clients.</li> <li>▪ Engages and works collaboratively with others through a shared purpose to achieve goals.</li> <li>▪ Has a thorough awareness of cultural safety and conducts themselves to operate inclusivity.</li> <li>▪ Takes responsibility on an individual level to strive for excellence;</li> <li>▪ Accepts and responds constructively to feedback.</li> <li>▪ Is aware of own strengths and limitations and seeks help from others as required;</li> <li>▪ Adapts communication style and messages to suit different personalities and cultures.</li> <li>▪ Manage within own areas of responsibility the businesses resources to achieve organisational goals within a dynamic operating environment and in accordance with regulatory governance, risk management, ethical, equity and commercial requirements.</li> <li>▪ Support a working environment that encourages creative, holistic approaches to improvement, innovation and transformation within the organisation.</li> </ul>
Risk	<ul style="list-style-type: none"> <li>▪ Be aware of and understand CapeCare’s Risk Management Framework, related objectives and procedures.</li> <li>▪ Understand and proactively contribute to managing risk and to promote a culture of participation in the risk process.</li> <li>▪ Protect CapeCare from adverse incidents, leading to the reduction of its exposure to risk and to mitigate and control risk should it occur.</li> </ul>

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Quality	<ul style="list-style-type: none"> <li>▪ Ensure compliance with and actively contribute to quality improvement activities in Capecare through initiating continuous improvement suggestions and encourage others to make suggestions as required.</li> <li>▪ Contribute effectively towards the organisation’s quality accreditation processes.</li> <li>▪ Positively contribute towards a culture of continuous improvement within Capecare.</li> </ul>
Values	<ul style="list-style-type: none"> <li>▪ Adhere to all Capecare policies and procedures.</li> <li>▪ Demonstrate and actively promote the Capecare Way.</li> <li>▪ Commit to the Capecare values of: <i>Compassion    Respect    Partnership    Commitment</i></li> <li>▪ Challenges behaviours in others that contravenes the organisational values.</li> </ul>
<b>EDUCATION/QUALIFICATIONS:</b> (Detail the required level for recruitment)	
<p>Relevant tertiary qualification, such as degree in a construction discipline, property portfolio management or project management or the equivalent on the job experience is required. Postgraduate qualification(s) in project management, construction, business or management is desirable.</p>	
<b>TECHNICAL COMPETENCIES AND SKILLS:</b> (Detail the required level for recruitment)	
<ul style="list-style-type: none"> <li>▪ A minimum of five years working knowledge in facilities management with at least two years supervisory and project management experience is considered essential for this role.</li> <li>▪ Working knowledge of property management, building legislation and other related property maintenance services.</li> <li>▪ Knowledge and experience in structuring and implementing Property Maintenance and Capital Works programs.</li> <li>▪ Ability to formulate and implement strategic plans that facilitate sustainable revenue growth and minimise the organisations negative risk exposure.</li> <li>▪ Highly developed ability to understand and apply financial information, financial drivers and performance measures.</li> <li>▪ Ability to develop business relationships with external and internal stakeholders, authorities, organisations and individuals.</li> <li>▪ Advanced analytical, problem solving, negotiation and conflict resolution skills.</li> <li>▪ Ability to prioritise operational activities and experience in managing people resource allocations against business priorities</li> <li>▪ Strong attention to detail and able to hold oneself and others accountable for driving and achieving collective team goals.</li> <li>▪ High level of computer accuracy.</li> </ul>	
<b>RELEVANT EXPERIENCE:</b> (Detail the required level for recruitment)	
<ul style="list-style-type: none"> <li>▪ Extensive experience in a senior management role in the property management/services (or similar) area.</li> <li>▪ Knowledge of aged care and associated industries is highly desirable but not essential.</li> <li>▪ Experienced in management of teams across multiple sites and effectively managing any staff issues including directing and supporting staff in their day-to-day duties and operations.</li> </ul>	
<b>KEY ACCOUNTABILITIES FOR THE ROLE:</b> (Detail the specific tasks and responsibilities for the role)	
<p><b>Property and Maintenance/Resource Management</b></p> <ul style="list-style-type: none"> <li>▪ Provide life cycle costings for all property assets to assist with the planning of property redevelopments and refurbishments for the safety, comfort, independence, function, and enjoyment of clients.</li> <li>▪ To provide continual review and upgrades and maintain Assets Register in consultation with the GM Finance.</li> </ul>	

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- Develop and manage a rolling 5-year asset management capital plan to optimise the reliability, utilisation, and life of assets.
- To continually develop and maintain the building maintenance program including budget management and co-ordinating building maintenance staff and all contractors.
- To proactively manage CapeCare's activities to ensure government requirements in relation to achieving and sustaining compliance with current and future Building and Aged Care Industry Standards.
- To manage and maintain the CapeCare vehicle fleet insuring it is cost effective.
- To work with the GM Finance, Facility Manager(s) and Community Manager to develop property-based capital budgets and plans for each department to maintain compliance and well-maintained resident/client services and areas.
- Proactively identify opportunities within work practices to improve financial results for the organisation.
- Manage property capital projects and cash flow with a view to achieving an overall operating surplus.
- Prepare capital expenditure proposals to the Chief Executive Officer and Board for approval. Monitor monthly operating controls to maintain progressive financial controls and to manage business overheads.
- Develop policies and procedures to effectively manage tendering and procurement.
- Develop policies and procedures to ensure robust governance in sourcing, selecting, and managing suppliers.
- Ensure statutory compliance and where appropriate to Australian Standards in all aspects of the business area.

### **Independent Living**

- Oversee and manage all aspects of the Independent Living Units/Apartments across both sites.
- In consultation with the ILU Coordinator manage the refurbishment and resale of units/apartments across both sites.
- Liaise and consult with the ILU/ILA Committees and attend the monthly/quarterly committee meetings as required.
- Be the point of escalation for all apartment/unit issues.
- In consultation with EMT develop a 5 year strategic plan for CapeCare Retirement Living.

### **Risk and Business Continuity**

- Oversee the adherence to and adoption of the CapeCare risk management strategy and undertake a periodic review to ensure fit for purpose.
- In consultation with the Executive Management group oversee the ongoing development and periodical review of the Emergency Management suite of policies and procedures required for the business.
- Working with CapeCare's Brokers (EBM) manage the insurance and risk portfolio for the business.

### **Key Contract Management**

- Oversee and manage the final defect period for the Dunsborough Independent Living Apartments and RCF.
- Manage the contract with CapeCare's catering services partner to ensure the function provides a high quality of food standard that meet the needs of residents and their families, whilst providing a high level of internal customer satisfaction.
- Manage and oversee the Dunsborough laundry services contract to ensure it meets the needs of the business and delivers a cost-effective service.
- Manage and oversee the allied health partnership and in consultation with EMT ensure that consistent safe and high-quality services are provided, and the partnership is financially sustainable.

### **Human Resources**

- Maintain effective interpersonal relationships at all levels internally and externally.
- Ensure appropriate management, staffing levels and organisational structures are in line with business growth expectations and the needs of the business.
- Actively develop successions plans for direct and indirect reports.

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- Provides sound leadership and management of staff.
- Establishes workplace expectations with staff and develop positive working relationships with staff and volunteers at all levels and between service areas.

***Note: The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as-needed basis.***

*I have read and understood the duties, responsibilities and requirements as per this position description.*

<b>Employee:</b>		<b>Signature:</b>		<b>Date:</b>	/ /
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