

Position Description: Operations & Facilities Coordinator

Introduction to Tweddle Services:

Tweddle Child and Family Health Service (Tweddle) is located in Footscray and offers a range of specialist early parenting programs to families who are experiencing difficulties with parenting their children up to school age. Programs include residential, day stay and sessional groups delivered at Tweddle or in local communities, collaboratively with local government, community organisations or health services. Staff may be required to work across programs and in various locations.

As a Child Safe Organisation all staff are expected to promote the safety, wellbeing and inclusion of all children.

Position Summary:

Reports To: Director of Finance & Corporate Services (DFCS)

The role is responsible for the efficient and effective coordination of facilities management (including maintenance), assigned contracts, programs and services (including information technology and food services). It includes the instruction, guidance and monitoring of assigned staff and contractors. The occupant is expected to coordinate and control allocated resources, contribute to business process development, and provide high quality service delivery through the provision of detailed advice.

The incumbent is expected to exercise judgment and initiative within established guidelines, processes and systems under general direction from the Director of Corporate Services.

Key Relationships:

Internal:

- Quality Safety Manager
- Staff of Tweddle Child & Family Health Services

External:

- Contractors
- Tweddle Stakeholders including government and compliance bodies

Key Selection Criteria:

Mandatory:

- Demonstrated high level competencies in maintaining an organisational information management system
- Experience in contributing to the development of the operational service, program quality assurance, and the strategic and business processes and direction of an organisation
- An understanding of OH&S requirements and a commitment to a safe work environment

- Experience in the coordination of contractors, monitoring contracts and meeting compliance requirements
- A strong team player with an open and inclusive approach to leadership and a "can do" attitude.
- Food Safety Supervisor Certificate {or willingness to undertake training}.

Desirable:

- Facilities coordination experience
- Knowledge of Victorian public procurement policies through Health Purchasing Victoria
- A tertiary qualification in IT, Computer Science, or the completion of specialist systems courses such as Microsoft Accreditation, or a willingness to acquire necessary skills.

Personal Qualities Required:

1. Conceptual and Analytical Ability:

- Deals with concepts and complexity comfortably
- Uses analytical and conceptual skills to reason through problems
- Has creative ideas and can project how these can link to innovations.

2. Initiative and Accountability:

- Proactive and self-starting
- Seizes opportunities and acts upon them
- Takes responsibility for own actions.

3. Teamwork:

- Cooperates and works well with other in the pursuit of team goals
- Collaborates and shares information
- Shows consideration, concern and respect for others' feelings and ideas
- Accommodates and works well with the different working styles of others.

4. Detail focus:

- Observes fine details
- Identifies gaps in information
- Looks for logical sequences of information
- Highlights practical consideration of plans and activities.

5. Self-Discipline:

- Maintains a consistent and sensible pattern of behaviour under pressure
- Recognises and restrains inappropriate emotions during a situation or interaction
- Recognises own limitations and works with other to ensure plans are achieved.

Knowledge and Skills:

1. Organising & Planning:

- Identifies processes, tasks and resources required to achieve a goal
- Identifies more and less critical activities and prioritises accordingly, reviewing and adjusting as required
- Develops and implements systems and procedures to guide work and track progress
- Recognises barriers and finds effective ways to deal with them
- Manage multiple sites
- Demonstrated time management skills.

2. Contract Management:

- Negotiates and records various elements of contracts
- Monitors expenditure and service delivery against contract specifications
- Liaises with stakeholders, including government bodies.

3. Project Management:

- Produces project plans where objectives are clearly defined and action steps for achieving them are clearly specified
- Regularly communicates with, and supports project team members
- Ensure project objectives are met by anticipating and managing potential and emerging issues.

4. Resource Management:

- Prepares and monitors expenditure against budgets
- Raises resources issues in a constructive and solution focused way
- Uses honest, transparent and appropriate purchasing processes
- Must follow Health Purchasing Victoria and Victorian Government Purchasing Board policies.

5. Service Excellence:

- Constantly looks for continuous improvement opportunities and ways to innovate, and encourages others to do the same
- Takes responsibility for correcting problems promptly
- Makes specific changes in work methods to improve outcomes, quality and timeliness of service
- Monitors client and stakeholder satisfaction and takes any corrective action as required

Key Responsibilities:

	Position Responsibilities & Duties	Measurable Outcomes	Proposed Process timelines and reporting process*
Compliance and Legal	<ul style="list-style-type: none"> ▪ Assist the Director of Corporate Services in meeting the organisation's statutory and corporate obligations, including the OH&S requirements ▪ Provide support to the Quality Manager as required, including conducting and reviewing internal audits and maintaining internal quality standards 	<ul style="list-style-type: none"> ▪ There is evidence of annual checks of compliance requirements have been completed including (but not limited to the following: <ul style="list-style-type: none"> ○ Food Safety ○ Material Safety Data Sheets ○ OH&S ○ Legionella ○ TMV ▪ There is evidence that all ACHS and DHHS quality standards for facilities are addressed to meet the requirements. ▪ Evidence of active participation in Quality, OHS and other related meetings 	<ul style="list-style-type: none"> ▪ Monthly checklist provided to DFCS ▪ Monthly report to DFCS on status of activities and facilities related projects.
IT Operations	<ul style="list-style-type: none"> ▪ Ensure that the operation of all elements of IT infrastructure is managed within agreed service levels. ▪ Develop and implement ongoing improvements to ensure all software and hardware are managed remain 	<ul style="list-style-type: none"> ▪ There is evidence that the Infoxchange contract is monitored and this includes the preparation of task lists ▪ Evidence that service levels are maintained 	<ul style="list-style-type: none"> ▪ Monthly visit is documented and this includes date time and tasks performed ▪ Report to DFCS ▪ Report on site requirements and operating system improvements provided annually (April)

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	<p>supportable and supports the needs of the organisation.</p> <ul style="list-style-type: none"> ▪ Facilitate the analysis of IT infrastructure usage across the organisation and use the results of this analysis to develop sound capacity plans in areas such as, but not restricted to, communication link bandwidth ▪ Maintain and continue to evolve the IT Plan, and Enterprise Architecture, and contribute to the development of standards and guidelines for the organisation to help inform their decision making and IT solutions. ▪ Active participation in the organisation's quality safety and risk processes and contribute to a culture of continuous improvement. ▪ Inform, educate and coach staff in the use of IT. ▪ Drive improvement initiatives across the organisation that 	<ul style="list-style-type: none"> ▪ Organisational systems including MFiles, Tveq and Sharepoint continue to meet the needs of the organisation. ▪ Evidence of system improvements provided to DFCS ▪ Evidence of consideration of the input of staff to system improvements ▪ Evidence of IT audits conducted across each site and program area ▪ Evidence of consideration of current and future requirements to meet needs of programs and organisation. ▪ Evidence of the updating of the IT plan ▪ Make and follow recommendations ▪ Evidence of active participation in the quality safety and risk processes ▪ Evidence of contributions to a 	<ul style="list-style-type: none"> ▪ Inputs into the revision of the IT plan received annually (April) ▪ Report on activities to DFCS monthly ▪ Report to DFCS monthly on possible IT literacy needs of staff ▪ Report to DFCS in April

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	helps to improve our services through the innovative application of IT.	<p>culture of continuous improvement.</p> <ul style="list-style-type: none"> Evidence of coaching staff Annual survey of staff to gather inputs into IT improvements 	
Help Desk Coordination	<ul style="list-style-type: none"> Coordinate the operation of the helpdesk and apply means to address times of greater demand. Apply a standard process for receiving, prioritising and handling requests and issues 	<ul style="list-style-type: none"> Evidence that Helpdesk items are actioned in accordance with priorities Draft standards are developed and reviewed for the process of receiving, prioritizing and handling requests and issues 	<ul style="list-style-type: none"> Report on activities fortnightly (minimum) on: <ul style="list-style-type: none"> number of items opened/closed/actioned common issues solutions recommendations
Compliance Management	<ul style="list-style-type: none"> Manage and ensure compliance requirements are addressed with contractors. Ensure all building compliance requirements are in place and monitored. Oversee the new employee induction process, including task allocation and completion, set up of new employees in office systems, monitoring progress 	<ul style="list-style-type: none"> Evidence that all contractors meet Tweddle's compliance requirements Evidence of the currency of all building requirements Evidence that all new staff have access to the relevant systems prior to commencement Evidence that all systems are functioning as 	<ul style="list-style-type: none"> Report to DFCS Report to DFCS Active participation in all audit processes Report to DFCS monthly including identify any current or impending issues (e.g. software licenses) Report to DFCS monthly incl identify any current or impending issues

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	<p>towards induction completion.</p> <ul style="list-style-type: none"> Assist with implementing and maintaining the HRM and Workforce Development systems 	<p>required and issues are followed up and addressed with providers.</p>	
Infrastructure	<ul style="list-style-type: none"> Develop and monitor budget inputs and monitor expenditure for all infrastructure requirements. Draft the annual capital expenditure budget. Develop and maintain a maintenance schedule. Keep the facilities manual current and updated. Keep the Saito Manual current and updated. Keep the PABX Manual current and updated. Keep the Key Register current and updated. Keep the MEX system current and updated 	<ul style="list-style-type: none"> Evidence that all purchases align with policies and procedures Evidence that contractors supply is in line with Tweddle requirements e.g food meets needs of clients and minimal surplus Evidence that draft items are provided as input into the development of the capital budget A 5 year (minimum) maintenance schedule is available and there is evidence of monitoring and updating items on the schedule. The facilities manual reflects Tweddle's current needs and contacts used by the organisation are accurate 	<ul style="list-style-type: none"> Report to DCS monthly on relevant purchases Audit on food supplies quarterly demonstrates efficiencies in expenditure List of items for capital budget consideration provided to DFCS by April Maintenance schedule reviewed by DFCS in April and December each year. Facilities manual reviewed in April and December each year. Saito Manual is a working document and are reviewed in April and December each year. PABX Manual is a working document and are reviewed in April and December each year. The Key Register is a working document and are reviewed in April and December each year.

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		<ul style="list-style-type: none"> The Saito Manual reflects Tweddle's current electronic security needs for employees within the organisation. The PABX Manual reflects Tweddle's current communication (telephone) needs and contacts used by the organisations. The Key Register reflects Tweddle's current allocation of keys to staff who is employed The MEX systems keeps account of all maintenance across critical infrastructure 	
Facilities Operation	<ul style="list-style-type: none"> Coordinate domestic team Undertake and maintain Food Safety Supervisor compliance requirements Liaise with contractors to ensure all contract requirements are met and work carried out as specified 	<ul style="list-style-type: none"> Evidence of domestic staff meeting Tweddle requirements Evidence of annual performance review Evidence that Tweddle maintains appropriate food safety standards and Satisfactory completion of food safety audits 	<ul style="list-style-type: none"> Monthly report to DFCS of staff activities Annual performance reviews completed Annual report to DFCS Report quarterly showing who has access, keys and security codes

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	<ul style="list-style-type: none"> ▪ Accurate checking of invoices ▪ Process and maintain building security including programming access cards, issuing keys and security codes and ensuring the return and removal as appropriate. 	<ul style="list-style-type: none"> ▪ All specified work is completed on time ▪ Evidence that all invoices have been forwarded for payment have been checked and approved. ▪ New staff have access upon commencement. ▪ Departing staff return keys and all access ceases 	

Other duties as directed.

*Processes and reporting requirements are subject to change as organisational needs evolve.

Other Information:

Tweddle Values:

- Collaboration
- Accountability
- Respect
- Engagement

All staff are expected to perform their role and responsibilities in accordance with the Tweddle values.

Tweddle is a Child Safe Organisation. The responsibility for children’s safety and protection is embedded within the organisation culture including organisational policies and practices. Tweddle ensures that all staff members fulfil their legal obligations to respond and report any suspected incidence of child abuse.

Salary Package:

Commensurate with position, including employer superannuation contributions and with the relevant industrial agreement

Occupational Health and Safety Responsibilities:

- Tweddle is committed to providing, insofar as is practicable, a safe and healthy workplace for our employees, contractors, members and visitors.
- Employees have a duty to take care, as far as they are able, of their own health and safety and that of other employees, members and visitors; must comply with safety procedures and directions, and; must report potential and actual hazards to their supervisor and their OHS representative

Quality:

Tweddle holds accreditation and registration against the Australian Council on Healthcare Standards and the Department of Health & Human Services Standards.

All employees are responsible for supporting, maintaining and enhancing the quality systems and processes at Tweddle.

Our commitment to Tweddle staff:

- Tweddle is committed to equal opportunity in the workplace for all employees, irrespective of race, colour, gender, religion or marital status. Staff are selected and promoted on merit
- Tweddle is committed to providing a safe and smoke free workplace

Other Factors Relating to the Role:

- This position is full time and may require after hours work from time to time.
- The services closedown for the period of Christmas/New Year and Easter and it is a requirement that all relevant staff take annual leave at this time.
- A current Food Safety Supervisor Certificate or commitment to acquire qualifications within 2 months
- A commitment to undertake the role of OHS Officer
- A Working With Children Check is required for all employees of Tweddle Child & Family Service
- The Victorian Public Sector Code of Conduct applies to all staff.
- A National Police Records Check is required for all employees of Tweddle Child & Family Health Service

Please note that this position description may be modified to suit organisational demands.

Acceptance of appointed position:

I have read the Position Description: Operations Coordinator and agree to fulfill the requirements of the role to the best of my ability:

Candidate's name: _____

Signature: _____ Date: _____

Chief Executive Officer: _____

Signature: _____

Date: _____