



**GENERAL MANAGER ASSETS & OPERATIONS**

**JOB & PERSON SPECIFICATION**

**NOVEMBER 2024**

# General Manager Assets & Operations Position Specification



## VISION STATEMENT

Grounded in Christian values we provide accommodation, ambience, serenity and community to enable our residents to embrace life to its maximum potential.

## MISSION STATEMENT

Warrina Homes, in partnership with its residents, provides Independent Living and Residential Aged Care facilities that nurture individuality, quality care and spiritual, physical and emotional wellbeing within a Christian environment.

## OUR VALUES

Christian	<i>Our Christian ethos is the foundation of everything that we do because we believe this approach best reflects the greatest of values and ideals.</i>
Care	<i>Excellence in care is achieved by prioritising the wellbeing of our residents, and creating relationships built on respect, dignity and trust.</i>
Teamwork	<i>We achieve when we are working together fostering an environment that champions personal and professional growth.</i>
Sustainability	<i>We actively support sustainable business practices that reduce environmental impact, meet the evolving needs of our community and support our economic viability for future generations.</i>
Good Corporate Citizen	<i>We are committed to contributing to a stronger South Australian Aged Care system by investing in service design and innovation to deliver better outcomes for our community.</i>

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**1. Position Title:** General Manager Assets & Operations

**2. Reporting/Working relationships:**

Reports to the Chief Finance and Operating Officer (CFOO)

### **3. Position Objectives**

- This role is responsible for the operations management of all Warrina Homes infrastructure including Residential Aged Care Facilities (RACF), Serviced Apartments, and Retirement Villages (ILUs) and other key assets, as well as the development and management of site service contracts. The role also coordinates vehicle fleet maintenance and servicing.
- To coordinate and oversee all the organisation's scheduled preventative and responsive maintenance works programs including buildings, plant, equipment and machinery.
- Provide supervision and leadership to maintenance and gardening staff, subcontractors and other co-opted personnel to ensure the efficient management of the maintenance services.
- To be a role model in supporting and affirming the service excellence culture, Vision and Mission of Warrina Homes
- Identify and participate in opportunities for improvement in the delivery of service to the Residents and contribute to the Continuous Improvement process.
- Comply with work directives, Policies & Procedures
- Comply with the requirements of the Work Health & Safety Act 2012 (SA), to ensure a safe workplace for self and others.
- To demonstrate responsible and thoughtful use of all resources, being mindful of the costs of consumable items and the impact of their use on the environment.
- Drive and lead operational performance.
- Develop strategic partnerships and networks with providers and stakeholders external to the organisation.
- Demonstrate successful experience with managing financial performance.
- Decision-making and exercise of judgment within a delegation of authority.
- Provide expert, high-level advice within the portfolio of management.

### **4. Special Conditions:**

- Flexible approach to working hours with some out of hours work may be required.
- Available to support team that is on-call roster should it be required.
- Maintain the required level of immunisation based for the Residential Aged Care sector risks.
- Undertake police clearance and background checks.

### **5. General Expectations**

- Employees are required to read, understand and comply with all policies, procedures and any reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the Code of Conduct.

### **6. Key Responsibilities/Duties**

**A team approach ensuring collaboration with all service delivery areas at Warrina Homes is essential.**

- Champion safety, efficiency, and cost-effective operations throughout the organisation.
- Foster a positive leadership style to enhance the corporate culture and encourage teamwork and collaboration.

- Assess current operational practices and introduce effective changes to optimise processes.
- Support the Maintenance and Gardening teams, promoting the delivery of a timely and quality service to all stakeholders (internal and external).
- Respond to urgent facility related issues including assisting with coordinating requests for repairs, maintenance and faults to any items, equipment, and amenities.
- Ensure the scheduled preventative and responsive maintenance of all property and equipment owned or managed by Warrina Homes in an efficient, safe and cost-effective way.
- Prepare reports in an advisory capacity to the CFOO from time to time.
- Provide education to new staff as part of induction relating to motor vehicle use, fire and emergency procedures, call bell system and maintenance requests.
- Responsible for the reconciling of invoices for contracted services, authorise for payment (within delegation), provide financial tracking of works, and report on any discrepancies.
- Coordinate and manage all day-to-day issues associated with Warrina Homes fleet including coordination of repairs and maintenance.
- Empathy and understanding of the needs of elderly people and an ability to provide responsive customer service.
- Sound communication skills with the ability to relate to a broad range of people (Residents, family, staff, contractors) demonstrating friendly professionalism.
- Great planning, coordinating, prioritising and evaluating skills.
- Ensure that all works comply with the relevant Codes, Acts and regulations.
- Manage the 'Key Register' for the organisation.
- In collaboration with Human Resources, assist in workforce planning and recruitment of new staff (as necessary) and approve leave in a way that ensure the timely management of the maintenance team.
- Coach, train and lead staff where improvements are required and work collaboratively with the CFOO and Human Resources Manager in managing staff performance.
- In consultation with the CFOO, monitor and manage the maintenance budget including staffing and equipment and contribute to the annual capital budget planning.
- Contribute to the capital roadmap and deliver approved capital projects on time and within budget.

## **7. Work Health and Safety**

- Take reasonable care to protect your own health and safety at work.
- Take reasonable care to ensure you do not endanger yourself or any other person through any act or omission at work.
- Report accidents, injuries and "near miss" incidents immediately and complete any safety related documentation within 24 hours. Assist in incident investigations as required.
- Ensure that all equipment, including equipment provided for health, safety and welfare purposes is used correctly by yourself and other staff.
- Report hazards in the workplace and make recommendations to avoid, eliminate or minimize any hazardous working conditions or methods, of which you are aware.
- Ensure that you do not, by the consumption of alcohol or any drug, endanger your own safety at work or the safety of any person at work.
- Keep you work area tidy.
- Actively support the Work Health and Safety consultation process

- Ensure that all staff under your leadership carry out their duties in a safe way according to Warrina Homes' policies and procedures.

## **8. Person Specification**

### **Essential Minimum Requirements**

(Those characteristics considered necessary)

#### **Experience/knowledge required:**

- At least 3 years managerial experience leading a team.
- A trade qualification or extensive experience in providing hands on maintenance services.
- Must hold a current driver's license and a current satisfactory Police Clearance for Aged Care.
- Extensive experience with the use of handheld power tools and motorised small plant.
- Understanding of the legislation, regulations and requirements relating to the delivery of maintenance services for an organisation.
- Excellent communication skills – able to communicate effectively with all stakeholders.
- Experience in leading a team to ensure positive and responsive service delivery.
- Commitment to service excellence.
- Honest, reliable and punctual.
- Demonstrate a positive and inclusive attitude and a genuine desire to build the team.
- Empathy with the Christian philosophy of Warrina Homes.
- Strong customer service skills.
- Organisation skills, including time management and prioritisation of tasks.
- Ability to develop and implement maintenance and servicing schedules/systems.
- Ability to contribute to problem solving and decision making, considering all relevant factors.
- Good work ethics, including the ability to work co-operatively with management, team leaders and other staff.
- Willingness and ability to work as an effective team member and contribute towards team goals.
- Experience in contract management and interpreting contracts in order to monitor contractor performance.
- Sound understanding of building maintenance issues and relevant trades.

#### **Desirable Characteristics**

(Those characteristics considered enhancing to the position requirements)

- Building Industry Trade Qualification
- Project Management Training/Qualification
- Previous experience working in a similar role in Aged Care.
- Leadership/Management qualification
- Testing and Tagging certification.



## HOW TO APPLY

Applications including a cover letter and CV should be addressed to Andrew Reed, Justin Hinora and Bernie Dyer. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.