



Position Description

Property and Asset Coordinator – Frank Vickery Village

Wesley Retirement Living – Frank Vickery Village
June 2021

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Property and Asset Coordinator

Wesley Retirement Villages

1 Overview of Wesley Mission

Wesley Mission is a Christian organisation that has been caring for people for over 200 years, continuing the work of Jesus Christ in Word and deed.

1.1 Our Vision

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

1.2 Our Mission

Continuing the work of Jesus Christ in Word and deed.

1.3 Our Values

Out of Christian love and compassion we are driven by:

- Christlike servanthood
- Unfailing integrity, and
- Courageous commitment.

The organisational plan is based on five key result areas, namely:

- our clients
- our people
- our stakeholders
- our systems
- our financials.

Our position descriptions and performance plans are aligned with these five key result areas.

2 Overview of Wesley Retirement Villages

Wesley Retirement Villages aim to provide residents with a safe, welcoming community where their wellbeing is always the priority. We aim to enhance the physical, emotional, spiritual and social wellbeing of people and our independent living units are designed around this.

3 Overview of role

The Property and Asset Coordinator is responsible for the day to day implementation of the maintenance programs (both preventative and reactive) and of all associated maintenance and repair works. In consultation with Wesley Property Team, this role will also coordinate all Capital Works across the Village (which includes refurbishment of units). The Property and Asset Coordinator will contribute to the planning and evaluation of the maintenance programs to meet the needs of residents



and the Village. The position will engage with all residents, the Resident Executive and act as Village Manager as requested.

4 Relationships

Reports to: Village Manager – Frank Vickery Village

Supervises: Maintenance team

Key stakeholders: Wesley Property Team, Flexicare Coordinator and Customer Service Officer

5 Major role responsibilities

5.1 Our clients (those we serve within the organisation i.e.: operational areas)

- Be a strong ambassador for the Wesley Retirement Villages and Wesley Health, Conferences & Education portfolio
- Develop and maintain Preventative Maintenance Schedule which including but not limited to:
 - Ground maintenance
 - Buildings external and internal common areas
- Identify routine corrective maintenance and repairs and notify the Village Manager if an external provider is required to undertake repair/s
- Coordinate the Annual Safety Inspection of the Village with the Village Manager
- Coordinate vacant unit inspections to determine scope of works to be completed
- Undertake or coordinate with external providers determined preventative maintenance programs
- Coordinate capital works including the management and oversight of contractors and subcontractors
- Create and updating capital works construction programs
- Assuring quality of work of capital projects
- Ensure all works meet relevant building codes, Australian Standards and local Council requirements
- Use and maintain maintenance equipment in accordance with manufacturers' instructions.
- Monitoring of testing and tagging schedules for the Village electrical appliances in common/critical areas
- Supervise and record all work undertaken by external service providers, including all work in relation to:
 - Waste management
 - Thermostatic mixing valves
 - Emergency lighting
 - Fire detection and suppression equipment
 - Annual fire statement
 - Pest and vermin control
 - Other essential services
 - Participate in the completion of an annual inventory
 - Removal, delivery and positioning of furniture
 - Assist with setting up and attend social and recreational activities as required
 - Assist the Village Manager in the acquisition of quotes for capital expenditure
 - Ensure over-the-counter and incoming telephone enquiries are managed in an efficient manner and enquiries are directed to the appropriate person.



- Perform other duties as designated by the Village Manager that are not inconsistent with your role as Property and Asset Coordinator
- Ensure maintenance requests from residents are prioritised and completed in an efficient and timely manner
- Maintain Village/Centre assets to prevent denegation of building and surrounds
- Provide reports for the Village Manager as required

5.1.1 Performance measures

- Positive resident satisfaction surveys
- Positive feedback from contractors.
- Compliance with preventative maintenance schedules and Wesley Mission policies and procedures.
- Key outcomes met as set out in the employee contribution and development program.
- Display our values and practice honesty, respect, transparency, reliability, empathy, team work and reflective self-awareness in all aspect of their work.
- Maintenance request actioned in a timely manner

5.2 Our people (our team)

- Promote and ensure adherence to the Wesley Mission brand.
- Participate in the annual Employee Contribution & Development process (EC&D).
- Ensure all policies and procedures are understood and adhered to and seek consultation with the Village Manager as required.
- Participate in creating a team culture of support and respect.
- Support new or less experienced staff through the sharing of knowledge and by example
- Maintain effective communication within the team.
- Participate in the education programme including annual Fire Safety and Evacuation training, Wesley Mission induction / orientation program and mandatory training as required.
- Participate in staff satisfaction surveys and recognition activities as required.
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself.
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc.
- Identify and recommend opportunities to increase team satisfaction
- Attend all scheduled meetings and ensure minutes are read
- Educate, inform and guide the team to deliver a “joined up” approach to all activities and campaigns
- Monitor and manage allocation of activities and resources to support delivery of Business Plan
- Set KPI's by department and for individual staff members and document within employee Performance Plan
- Ensure position descriptions for all staff are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities
- Implement annual employee contribution and development process for all team members and develop action plan to ensure outcomes from plan are met
- Provide the team with clear direction and mentoring on expected deliverables, identifying opportunities and managing issues as they arise
- Create a team culture of inspiration and passion towards Wesley Mission and its vision by providing opportunities for personal and professional growth



- Ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- Regularly report to the Village Managers on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- Identify and recommend opportunities to increase staff satisfaction
- Ensure team are abreast of new developments and technological innovations relevant to Wesley Mission's work
- Conduct regular feedback sessions and review feedback to ensure team satisfaction and continuous improvement
- Attend Village meetings and conduct regular team meetings

5.2.1 Performance measures

- Effective and active participation in the Employee Contribution & Development process.
- Contribution to and attendance at staff meetings.
- Currency of Individual Training Plan.
- Positive Wesley Mission Employee Satisfaction Surveys.
- Adherence to policies and procedures.
- Display of behaviours in keeping with Wesley Mission's Code of Conduct
- Works collaboratively in the team.

5.3 Our stakeholders (those we serve or work with outside the organisation)

- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Identify and manage key partners including selection and review of external contractors and vendors, local council
- Build strong and effective relationships with key stakeholders to enrol their support for all projects and an integrated approach to communications.

5.3.1 Performance measures

- Stakeholders are clearly identified
- Clear and effective communication with all relevant parties used at all times
- A fully functioning feedback mechanism is readily accessible to those outside the organisation

5.4 Our systems

- Coordinate maintenance, service and registration of all Frank Vickery Village vehicles and equipment
- Induct contractors and ensure compliance with WHS requirements.
- Maintain contractor induction records.
- Maintain an 'Equipment Register' in order that maintenance and the incidents of repairs can be monitored.
- Maintain an efficient records system.
- Ensure all information registers and handbooks are current
- Be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates



- Ensure that incidents and / or near misses are reported appropriately
- Read all Village/Centre communications within a timely manner.
- Select and use appropriate equipment - including manual handling equipment.
- Apply infection control principles and safe manual handling techniques.
- Participate in the collection of information and data for quality improvement activities as required.
- Ensure the reputation and integrity of Wesley Mission is maintained at all times.
- Attend significant social/ministry events, worship services and formal meetings within Wesley Mission as required.
- Practice within the guidelines described in the Code of Conduct and Ethics and other Statutory requirements.
- Demonstrate an understanding and strict compliance with the protocols, policies and procedures concerning privacy, dignity and confidentiality
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.
- Ensure hazards are identified and reported appropriately.
- Regularly review the systems and processes to seek more efficient and effective methods of delivery and to ensure continual improvement
- Produce benchmarking studies where appropriate to aid in continuous improvement
- Ensure adherence to our project delivery processes

5.4.1 Performance measures

- Compliance with Village/Centre Policies, procedures and Work Instructions.
- Work tasks are completed within determined timeframes.
- Documentation is accurately completed in a timely manner as per Wesley Mission policy and procedure.
- Participated and added value in system improvements and program delivery.
- Completion of audits as required in a timely manner.
- Regular reporting requirements are met.
- Demonstrated collaborative practice that provides positive outcomes for residents, communities and service providers.
- Proactively supports a positive service culture across all service areas reflective of Wesley Mission's values.

5.5 Our financials

- Work with Village Manager and/or Wesley Property on proposed capital works
- Maintain capital works budget and report to Village Manager when required
- Deliver services on time and within budget.
- Ensure that competitive quotes for works are obtained in a timely manner.
- Verify accuracy and coding of invoices in consultation with Village Manager
- Follow up outstanding goods and invoices, in line with Villages policy and protocol.
- Assist meeting budget targets.
- Adhere to established financial policies and procedures relevant to Wesley Retirement Villages.
- Oversee and ensure consumable stock levels (quantities of light globes and batteries etc) are kept at an adequate level to meet operational requirements and order as required.



5.5.1 Performance measures

- Operate within departmental budget limits
- Compliance with centre policies, procedures and work instruction
- Invoices verified, coded and passed on for processing within 48 hours
- No wastage/shrinkage or incorrect ordering of consumable items.

6 Professional responsibilities

- As directed, other activities to support the delivery of the Wesley Retirement Villages Business Plan and Wesley Mission Strategic Plan, as requested by the Village Manager
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- In relation to Wesley Mission attend worship services as encouraged by your supervisor
- Participate, at least annually, in Wesley Mission's Employee contribution and development process
- Take responsibility for personal career development and training
- Participate in Wesley Mission's Orientation program, to gain an understanding of the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- Ensure all HR policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- Promote the understanding and application of Equal Employment Opportunity (EEO) and Affirmative Action
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Maintain confidentiality at all times.

7 Selection criteria

To be successful in this position, candidates must possess the following:

7.1 Demonstrated behaviours

- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our word and deed ministry
- Demonstrated ability to work unsupervised



- Effective team player with a positive can-do attitude
- Relates well to a range of people with sound listening and problem solving skills
- Confident professional with strong initiative
- Ability to consult, liaise and maintain close work relationships within the team and other service providers
- High level interpersonal and communication skills (verbally and in writing)
- Excellent time management, multi-tasking and follow-up skills
- Demonstrated proficiency in the use of Microsoft Office applications or equivalent
- Highly organised
- Resourceful
- Good initiative
- Relates well to a range of people
- Ability to maintain confidentiality

7.2 Skills/knowledge

- Relevant Building or Trade qualifications
- WorkCover NSW Construction Induction Certificate
- Strong financial acumen
- Advanced computer skills
- Highly developed communication skills (written and verbal)
- Site project experience
- Demonstrated ability to work unsupervised as well as in a team environment
- Sound problem solving abilities
- Strong work ethic
- Demonstrated ability to effectively organise and plan workloads
- Demonstrable experience with proven results in a similar setting
- Proven capability to grow revenue
- Strong team building and staff management skills
- Thorough attention to detail
- Customer service or related experience dealing with people

7.3 Education/Qualifications

- WorkCover NSW Construction Induction Certificate
- Relevant Building or Trade qualification
- First aid certificate