

Facilities Coordinator

Our vision: *People and communities have strong mental health and wellbeing.*

Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

Our values: *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

Position Information

Purpose	The Facilities Coordinator plays a vital role in ensuring safe, compliant, and well-maintained environments across Mind properties. This role is responsible for the effective coordination of reactive and planned maintenance, contractor and vendor oversight, and property compliance. Acting as the first point of contact for site-based teams, the position supports the day-to-day operation and continuous improvement of facilities. By maintaining systems, records, and service standards, the Facilities Coordinator helps deliver reliable, fit-for-purpose spaces that support the wellbeing and needs of clients, staff, and visitors.
Position reports to	Senior Facilities Supervisor
Mind classification level	SCHADS Level 4
Stream	Organisational Performance
About the service	The Facilities Management Services business unit manages all Mind properties across Australia. Facilities Management is responsible for maintaining Mind assets, overseeing property leases, capital projects, tenders and contracts. It also manages facilities related services including essential services, cleaning, security, waste, pest control, contractor management and all facilities related data and documentation.
Position description effective date	May 2025
Responsibilities	
Maintenance management	<ul style="list-style-type: none"> Oversee the coordination of reactive and cyclical maintenance works across Mind properties, ensuring timely and cost-effective resolution of issues. Act as a first point of contact for site-based teams for all facilities related matters.

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	<ul style="list-style-type: none"> • Maintain the FM centralised system for logging and tracking maintenance requests and contractor responses. • Support the delivery of minor works, relocations, refurbishments, and make-goods as required. • Work in partnership with various stakeholders to improve maintenance compliance.
Property compliance & safety maintenance	<ul style="list-style-type: none"> • Ensure all essential safety measures and property compliance obligations are met, including fire systems, emergency lighting, HVAC servicing, and building certifications. • Maintain up-to-date records of maintenance schedules, compliance registers, safety audits, and risk assessments. • Support and develop the implementation of health and safety policies and contribute to a culture of proactive risk management across all sites.
Contractor & vendor management	<ul style="list-style-type: none"> • Liaise with external contractors and vendors to ensure services are delivered to agreed SLAs and standards. • Verify insurances, licences, SWMS, and safety documentation are current and aligned with organisational requirements. • Provide feedback and reporting on contractor performance and service delivery issues.
Administration	<ul style="list-style-type: none"> • Maintain accurate and up-to-date property records, including keys, assets, manuals, and warranties. • Provide reporting to the FM team on operational performance, risks, and improvement opportunities. • Process of property related invoices including coding, reconciliation and liaising with finance staff and external providers. • Update the Gallagher Security System for applicable sites as requested by staff, recording new fobs and cancelling lost fobs on the system. • Monitor the FM Email inbox and respond to queries or forward on to the Senior Facilities Supervisor for response/assistance. • Support office coordination at the Burnley site as directed by the Senior Facilities Supervisor. Duties include responding to the doorbell, welcoming and signing in visitors, assisting with visitor parking, monitoring the reception inbox for urgent emails, booking meeting rooms, and ensuring printers are stocked with paper.



Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice. • Complete other duties as directed.
Accountability	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
Workplace health, safety and wellbeing	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	<ul style="list-style-type: none"> • Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	<ul style="list-style-type: none"> • Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • Certificate IV or Diploma in Facilities Management, Property Services, Building Maintenance, or relevant experience (or working towards). • WHS training or certification (e.g. White Card, risk management awareness) is desirable. • Experience using a facilities or asset management system (e.g. FMI, Salesforce, FM Clarity, or similar).
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Proven experience in a facilities, property, or maintenance coordination role, within a customer service industry. • Sound knowledge of building services, essential safety measures, and trade coordination, including HVAC, fire systems, emergency lighting, and compliance obligations. • Strong coordination and organisational skills with the ability to manage competing priorities and deliver timely outcomes. • Experience working with contractors and vendors, including verifying compliance documentation (e.g. licences, SWMS, insurance) and monitoring service levels. • High level of administrative capability, including maintaining registers, records, and reports using facilities or asset management systems. • Strong interpersonal and communication skills with the ability to engage effectively with a wide range of stakeholders, including site-based teams, senior management and executive level. • Ability and willingness to travel between multiple sites as required. • Ability to display self-motivation, resilience, initiative, creativity, influence, autonomy, empathy and diplomacy. • Ability to work both autonomously and collaboratively, showing initiative and flexibility. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
Other	<ul style="list-style-type: none"> • Right to work in Australia. • Current valid Australian driver's licence. • Current NDIS Worker Screening Check Clearance. • Working with Children Check or equivalent (Blue Card - QLD)

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

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