



Position description

Title of the role:	Senior Facilities and Compliance Officer
Classification:	Non-Award Contract
Program Area:	Assets
Location:	Melbourne VIC
Reports to:	Properties Business Partner VIC and TAS
Last Revised:	July 2026

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance:

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities
We value the expertise and contribution of everyone we work with
We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

The role is responsible for the efficient and effective management of Wellways' leased / owned buildings including plant ensuring that Wellways meets its compliance and statutory requirements.

The role encompasses the following work activities, essential safety measures compliance, preventive maintenance programming, processing insurance claims, raising purchase orders, arranging service contracts, lease administration and management of invoices, minor works and providing a high level of customer service.

Key Responsibilities

The role has responsibility, but not limited to, the following key areas:

- Responding to a high volume of e-mail and phone call enquiries to assets
- Processing assets related invoices
- Maintain the service logs for all maintenance and other property related requests on Wellways property management system
- Input data relating to lease/bond/key audits.
- Ensure essential safety measures maintenance regime is in place and implemented and compliance reports are produced.
- Ensure a comprehensive and accurate preventive maintenance program is in place for all sites.
- Implement & maintain arrangements for all sites to access responsive maintenance services.
- Deliver a high level of property and asset management including the review and negotiation of facilities contracts Liaise with agents and service providers
- Manage, direct and control Organisational property
- Monitor planned activities utilising property management system
- Oversee maintenance on all properties
- Prepare regular reports to senior management indicating emerging facilities risks
- Undertake other facilities and property related activities as reasonably directed by your manager

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	• Relevant Tertiary Qualifications, extensive experience (7 years) in a similar role will be considered in lieu of educational qualifications • Current valid Driver's License and the ability to undertake some travel • Strong technical skills (Microsoft Office Suite) • Satisfactory Police Records Check • Satisfactory Working with Children Check • Right to Work within Australia
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Technical Knowledge and Experience	• Demonstrated long term Experience in property/ facilities compliance • Familiarity with commercial property leases, their mandatory maintenance requirements and administration. • Understanding of requirements related to essential safety measures in the relevant states and territories. • Experience working with and managing contractors. • A proven commitment to customer service, including the ability to deliver on commitments to multiple stakeholders over a wide geographic area. • Highly developed interpersonal skills. • A self-starter with high levels of initiative to deliver required outcomes under limited direction. • An understanding of asset management principles will be well regarded. • Not for Profit, Disability, health or community services industry experience will be well regarded.
Skills	Communication • Effective communication skills, verbal and written including the ability to develop reports. Interpersonal • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Ability to collaboratively work across the organisation • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions impact on others. Organising and Planning • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required • Able to develop and implement systems and procedures to guide work and track progress • Able to recognise barriers and find effective ways to deal with them • Able to identify processes, tasks and resources required to achieve a goal. Self-Management • Able to plan and prioritise work to ensure outcomes are achieved. • Takes the time to think things through. • Able to anticipate one's own reactions to situations are prepare accordingly. Computer • Familiar in Microsoft Office Suite.

Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation: As per delegation schedule

People – Number of Directs: n/a

Travel Percentage: As required

On Call: n/a

Special Requirements: n/a

Wellways Organisational Structure

