

**JOB DESCRIPTION**  
**FACILITIES AND SUPPORT SERVICES MANAGER**

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**Date:** May 2023

**Position:** Facilities and Support Services Manager

**Direct Reports:**  
Kitchen Co-ordinator  
Housekeeping Co-ordinator

**Functional Relationships:**

**Internal**  
Senior Leadership & Management Team (SLMT)  
Inpatient Charge Nurse, Doctors and Nurses  
Family Support Team  
Health Care Assistants (HCA)  
Spiritual Care Coordinator  
Day Stay Coordinator  
Business Systems and Reporting Manager  
Volunteers  
Fundraising Team  
Human Resources Team  
Palliative Care Clinical Educators

**External**  
Service and Contract Providers  
Tradesmen and vendors

**Remuneration Band** \$82,000 to \$88,000 pro rata

**FTE** 0.8

**Purpose of Position**

1. To provide proactive management of the facilities, services and resources of Arohanui Hospice for the benefit of patients, families and staff
2. To ensure Arohanui Hospice facilities comply with legislated health regulations, building compliance, weather tightness, audits and all Health & Safety obligations.
3. To contribute to the wellbeing, leadership and management of Arohanui Hospice through active input and advice at meetings and committees and working groups whenever required.
4. To oversee kitchen, housekeeping including workforce and capacity planning.
5. Duties provided in accordance with (IAW) the Arohanui Hospice Excellence Framework – attached.

**Person Specification - Skills, Qualities & Experience**

## Essential

1. Proven experience supporting Senior Leadership & Management Teams implementing effective leadership and operational strategies
2. Proven high level business and operations management experience working in a medium to large sized organisation
3. Proven skills and experience in effective communications both verbal and written to internal and external stakeholders
4. Can demonstrate a high degree of professionalism, respect and confidentiality to patients, families and colleagues
5. Able to construct and confidently deliver simple Business Cases to achieve quality outcomes
6. Has ability to positively influence decisions and change
7. Proficient with MS Office suite of software and conventional business technologies.
8. Proven and practical ability to use initiative effectively and appropriately
9. Ability to multi task, solve problems and cope under occasional pressure
10. Proven ability to manage a tight budget alongside related governance processes incl contract diligence, maintenance planning and asset lifecycle replacements.
11. Prior experience in facilities and contract management duties
12. An understanding of the obligations under the Treaty of Waitangi
13. Ability to work out of normal office hours if, as or when required
14. Hold an unrestricted and clean NZ driver's license

## Desirable

15. Experience, knowledge or exposure working within a professional health environment with proven ability to influence others to support patient outcomes
16. Ability to present enthusiastically to groups of stakeholders - internal/external both large and small using appropriate media and language
17. Experience delivering business outcomes against a range of quality frameworks and outcomes
18. Reasonable knowledge of building elements and related maintenance
19. An understanding and empathy of what palliative care means for patients and their families
20. Confidence in influencing and negotiating with tradesmen and suppliers
21. Willingness to learn and adapt to a changing environment
22. Has a high degree of professionalism and personal integrity
23. Experience engaging closely with a variety of cultures

Key Duties/Responsibilities	Key Performance Indicators

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<p>1. Develop appropriate and compliant contracts and tender processes for maintenance work valued above \$2k and supply services contracts ie. Telephones, Power supply, utilities, EFT Pos services and others as applicable</p> <p>2. Ensure the provision of utilities (phones, gas, power) and/or provide the leadership to ensure AH sites have the most advantageous, reliable and cost effective service available</p> <p>3. Provide the leadership and management if necessary, to ensure all contracted and outsourced maintenance work specifications are met to a good standard, finish is appropriate and the work has been carried out in a timely and efficient manner</p> <p>4. Provide the leadership required to ensure the monitoring of buildings internally and externally to ensure they remain tidy and in good order and prepare monthly reports for SLMT and Board on maintenance issues or progress</p> <p>5. Provide the leadership and direction to ensure AH has effective and efficient insurance cover for all areas of risk and ensure these are reviewed at least annually.</p> <p>6. Provide the advice and leadership required to establish and maintain a current and up to date asset management database and programme and monitor and/or provide the leadership in the management of all building, security and equipment maintenance issues</p> <p>Provide the leadership and/or manage and oversee all AH leasehold properties – including leases and security of property owned or leased by AH</p> <p>7. Provide the leadership and/or manage the AH vehicle fleet including ensuring an effective replacement plan and ongoing maintenance schedules that fit within the annual planning financial requirements of Arohanui Hospice Service Trust. This includes ensuring all Hospice</p>	<ul style="list-style-type: none"> <li>• Contracts are in place for all contractors and are reviewed regularly to ensure currency and cost effectiveness</li> <li>• Utilities contracts are annually reviewed to ensure optimal service and value</li> <li>• Contract database is maintained weekly to reflect current state of all obligations</li> <li>• Maintain working relationships with all key contractors and preferred suppliers.</li> <li>• All outsourced maintenance is completed to a high standard incl lighting, décor, plumbing, drainage and weather tightness.</li> <li>• Visual inspections of building linings (internal and external) are completed weekly, logged and defects remediated promptly</li> <li>• Monthly reports to SLMT and every second month to the CE or Board of Trustees regarding maintenance and risks</li> <li>• Insurance cover is appropriate, comprehensive and cost effective</li> <li>• Asset register is up to date and equipment is tested and/or calibrated as appropriate incl PAT testing</li> <li>• Preventative Maintenance Plan is updated when required and reflects current state</li> <li>• Work with the Director Foundation to ensure that all Shop leases are current and appropriate</li> <li>• Vehicle fleet is safe, current, and appropriate so that vehicles are fit for each purpose. Vehicle maintenance is up to date and legally compliant at all times. Vehicle replacement policy is in place and actioned. Fleet provider is reviewed every five years.</li> <li>• Cost centre P&amp;L is not in deficit overall in any month or year to date</li> <li>• Building WoFs are current and compliant at all times</li> </ul>

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<p>equipment is maintained and serviced and is part of an asset replacement programme</p>	<ul style="list-style-type: none"> <li>• All expenditure is within the limits of the delegated authority for this role</li> <li>• Other outcomes as may be specified</li> </ul>
<p><b>Kitchen and Housekeeping</b></p> <ol style="list-style-type: none"> <li>1. Provide the overall management and leadership for the Kitchen and Housekeeping function of Arohanui Hospice</li> <li>2. Directly supervise the Kitchen Coordinator and Housekeeper and recruitment of their paid staff.</li> <li>3. Maintain stock control, audits and regular oversight of both these areas to ensure Arohanui Hospice meets expected audit standards.</li> <li>4. Ensure that support services are efficient and cost effective to reduce wastage</li> <li>5. Kitchen and housekeeping services meet the qualitative needs of patients and families.</li> </ol>	<ul style="list-style-type: none"> <li>• Patient confidentiality and dignity is maintained at all times</li> <li>• Food safety regulations are complied with and hygiene standards are maintained incl temp check log and food storage deadlines</li> <li>• Zero food handling incidents</li> <li>• Main Arohanui Hospice premises are always clean and tidy</li> <li>• Cleaning is carried out as per the formalised cleaning schedule and logged</li> <li>• Quality accreditation requirements, including PNCC audits (100% objective) and patient service surveys, are complied with and completed. Quality improvements are adopted and made where necessary within 60 days</li> <li>• Pest control is managed with external contractor such that there are zero infestations</li> </ul>
<p><b>Health and Safety</b></p> <ol style="list-style-type: none"> <li>1. Abide at all times to relevant legislation and the organisations policies and procedures whilst acting within the capacity as an employee or whilst acting on behalf of Arohanui Hospice.</li> <li>2. Ensure all properties meet the required H&amp;S obligations incl relating to fire, asbestos, mould, trip hazards and disability access.</li> <li>3. Take responsibility for the health and safety of your staff and ensure all hazards and incidences are appropriately identified, controlled, reported and managed</li> <li>4. Ensure staff, volunteers and contractors are provided with appropriate</li> </ol>	<ul style="list-style-type: none"> <li>• Organisational compliance with the Health &amp; Safety at Work Act 2015 is ensured</li> <li>• No false fire alarms</li> <li>• No accidents or injury events where prevention could have been reasonably provided</li> <li>• Ensure the leadership provided drives the strategy, actively seeking staff contribution to service delivery improvement and innovations</li> <li>• To work with H&amp;S Manager to manage or mitigate known risks</li> <li>• All staff, volunteers and contractors in the Corporate Services area meet Health &amp; Safety requirements for work, practice and training.</li> </ul>

Key Duties/Responsibilities	Key Performance Indicators
<p>information, training and supervision in modern H &amp; S practices and procedures</p> <p>5. Actively encourage and support local work place safety management practices and ensure accurate reporting and recording of all Health and Safety events to manage risk</p>	<ul style="list-style-type: none"> <li>• Corporate Services are represented on the Health &amp; Safety Committee</li> <li>• Actively participate in audits and investigations as required</li> <li>• Remain fully trained and current on required fire safety and related H&amp;S legislation as it changes</li> </ul>
<p><b>Other</b></p> <ol style="list-style-type: none"> <li>1. <b>Oversee Volunteer Gardeners</b></li> <li>2. <b>Oversee Property Maintenance Volunteer</b></li> </ol> <p>(This is not an organisation wide finance or accounting role)</p>	<ul style="list-style-type: none"> <li>• Feedback is regular and positive from patients and families (incl for meal services)</li> <li>• Lead the Support Services monthly meetings with key relevant staff</li> <li>•</li> </ul>
<p><b>Treaty of Waitangi</b></p> <ol style="list-style-type: none"> <li>1. Demonstrate an understanding of Treaty of Waitangi and its principles</li> </ol>	<ul style="list-style-type: none"> <li>• Demonstrates and reflects the ability to integrate the principles of the Treaty of Waitangi in practice</li> <li>• Is aware of protocols and practices when working with Māori incl tapu and noa</li> <li>• Develops partnerships with stakeholders and Māori health providers to contribute to cultural safety in the workplace where required.</li> <li>• Demonstrates awareness, and responds appropriately to individual and cultural needs.</li> </ul>

**Signatures**

**Supervisors Name**

**Signature:**

**Date:**

**Position Holders Name**

**Signature:**

**Date:**



## AROHAUI HOSPICE – EXCELLENCE FRAMEWORK

Guiding Principles	'Principles in Action' requirements and indicators
<p><b>Patients, families and whānau are at the centre of everything we do</b></p>	<ul style="list-style-type: none"> <li>• Place support, care and education for patients and families as first priority</li> <li>• Ensure care, decision-making and care planning is based on a respect for the uniqueness and diverse needs of the patient, their caregiver/s and family</li> <li>• Facilitate active partnerships between patients, families, whānau, carers, staff and volunteers</li> </ul>
<p><b>We are committed to honest, transparent and visible processes that reflect our core values</b></p>	<ul style="list-style-type: none"> <li>• Incorporate opportunities for open discussion within processes</li> <li>• Enable easy access to knowledge and resources</li> </ul>
<p><b>Staff and volunteers - our most valuable assets - buy-in, engage with, and grow through the journey to excellence</b></p>	<ul style="list-style-type: none"> <li>• Participate in two-way communication that grows understanding and fosters discussion around Framework principles, processes and initiatives</li> <li>• Ensure staff know where they fit and how they can influence the journey to excellence</li> <li>• Recognise excellence in organisational practices, care delivery, education, research and support services</li> <li>• Develop professionalism and expertise through:               <ul style="list-style-type: none"> <li>○ a variety of modern approaches to provide staff/volunteer enrichment</li> <li>○ forums to share ideas</li> <li>○ workforce development that supports a range of health care settings</li> <li>○ evaluation that informs professional development</li> </ul> </li> </ul>
<p><b>Ongoing evaluation within service delivery supports continuous learning and improvement</b></p>	<ul style="list-style-type: none"> <li>• Align systems with evaluation processes</li> <li>• Measure what matters - use evaluation to identify and implement improvements that add value to service delivery</li> <li>• Be ready and willing to respond and adapt to changing needs and / or new opportunities identified through evaluation</li> <li>• View evaluation as an essential enabler to excellence within all aspects of service delivery</li> </ul>
<p><b>Arohanui Hospice is recognised as an organisation that embraces diversity, equity and inclusivity</b></p>	<ul style="list-style-type: none"> <li>• Ensure care delivery and organisational practices can adapt to meet diverse needs – cultural / ethnic, gender, sexual orientation, religion / beliefs</li> <li>• Be transparently inclusive</li> <li>• Act as a leader in cultural integration</li> <li>• Be responsive to the needs of cultural and minority groups</li> <li>• Treat all with courtesy, equity and fairness</li> </ul>
<p><b>Governance and leadership establishes and motivates support for an excellence-focused culture</b></p>	<ul style="list-style-type: none"> <li>• Leadership drives the delivery of strategy, actively seeking staff contribution to service delivery improvement and innovation</li> <li>• All staff are able to demonstrate leadership and a high level of specialist knowledge in palliative care</li> <li>• Resources are prioritised (people, funding, process and technology improvements) towards excellence-focused initiatives</li> <li>• Continually reference Arohanui Hospice's mission, vision and values within the drive for excellence</li> </ul>
<p><b>We build and sustain organisational capability and resilience</b></p>	<ul style="list-style-type: none"> <li>• Attract, retain, support and develop the highest quality work force</li> <li>• Look first to harness the best use of current resources</li> <li>• Be realistic about what is achievable</li> <li>• Focus on building capabilities that in turn build resources:               <ul style="list-style-type: none"> <li>○ Use deliberate processes to develop skills and knowledge</li> <li>○ Develop partnership and support networks</li> <li>○ Establish sources for expert advice</li> <li>○ Publicise achievement and evidence-based stories of excellence within palliative care to establish organisational credibility</li> </ul> </li> </ul>