



JOB DESCRIPTION

Position Title:	Facilities Manager
Work Unit:	YYMNER
Reports To:	COO
Direct Reports:	Administration and Reception Staff Kitchen and Hospitality Staff Housekeeping and Laundry Staff Maintenance and Grounds Staff Lifestyle and Cultural Activities Staff Other non-clinical staff as required
Award / Agreement:	Aged Care Award
Classification:	General Worker Level 7

Organisation Overview

Yura Yungi Medical Service Aboriginal Corporation (YYMS) is an Aboriginal community-controlled health organisation that provides holistic primary health care to Aboriginal and Torres Strait Islander peoples in Halls Creek and surrounding communities.

Menkawum Ngurra, as part of YYMS, focuses on delivery culturally appropriate aged care services that promote dignity, choice, and independence for elderly people, including those with complex care needs. Our work is grounded in culture respect, community empowerment, and person-centred support.

Mission

To deliver high-quality, culturally safe, and holistic health and wellbeing services that meet the needs of our people at every stage of life supporting healing, strength, and connection across community and Country.

Vision

Strong, healthy people and communities, grounded in culture and supported through holistic care.





Values

Our Values	What it Means to Us
Quality Care	We deliver safe, high quality, culturally responsive care in everything we do.
Holistic Wellbeing	We support physical, social, emotional, and spiritual health.
Respect and Self Determination	We listen, partner and support community led decision making.
Teamwork	We work collaboratively, support each other and our communities to achieve shared goals.
Integrity	We are reliable and act with honesty, transparency and accountability in all that we do.
Learning and Growth	We encourage continuous learning, personal development, and organisational improvement.
Community Voice	We listen to our community and shape our services around their needs.

Position Summary

The Facilities Manager is responsible for the overall operational management and leadership of Yura Yungi Menkawum Ngurra Elders Residence (YYMNER), a 28-bed residential aged care facility. Reporting directly to the Chief Operations Officer, the position oversees all non-clinical operations including administration, workforce coordination, maintenance, hospitality services, kitchen operations, environmental services, finance administration, quality and risk management, cultural engagement, and regulatory compliance.

Working closely with the Clinical Nurse Manager, the Facilities Manager ensures the facility operates safely, efficiently and in accordance with the Aged Care Act, Aged Care Quality Standards, Department of Health and Aged Care requirements, and organisational policies. Responsibility for clinical governance, nursing practice and resident clinical care remains with the Clinical Nurse Manager.

Key Responsibilities

Operational Leadership

- Lead and manage the day-to-day non-clinical operations of YYMNER.
- Ensure the facility provides a safe, welcoming, and culturally responsive environment.
- Develop and implement operational systems, procedures, and service improvements.
- Support strategic planning and organisational objectives.

Workforce Coordination and Rostering

- Prepare, manage, and finalise fortnightly rotating rosters for the facility operations staff.
- Coordinate workforce requirements across operational service areas.
- Manage leave coverage and staffing allocations.
- Support recruitment, onboarding, and performance management processes.





- Lead facility quality improvement activities.
- Maintain quality and risk registers.
- Coordinate audits, corrective actions, and continuous improvement initiatives.
- Monitor incidents, complaints, and risk management activities.
- Ensure compliance with legislative and regulatory requirements.

Aged Care Governance and Regulatory Compliance

- Ensure compliance with:
 - Aged Care Act
 - Aged Care Quality Standards
 - Aged Care Code of Conduct
 - Serious Incident Response Scheme (SIRS)
 - Department of Health and Aged Care requirements
 - Food Safety Standards
 - Workplace Health and Safety legislation
- Support accreditation and regulatory reviews.

Maintenance and Asset Management

- Oversee maintenance, repairs, and capital replacement planning.
- Manage contractors and service providers.
- Ensure facility infrastructure, equipment and assets remain safe and operational.
- Coordinate preventative maintenance programs.

Kitchen, Hospitality and Environmental Services

- Oversee catering, cleaning, laundry, and hospitality services.
- Monitor food safety compliance and service quality.
- Ensure support services contribute positively to resident wellbeing.

Administration and Finance

- Manage administration and reception services.
- Monitor operational budgets and expenditure.
- Coordinate procurement and purchasing within approved delegations.
- Liaise with Finance regarding reporting, invoices, and budget management.

Cultural Engagement and Community Partnerships

- Promote culturally safe aged care practices.
- Foster relationships with residents, families, Elders, and community members.
- Support cultural activities and community participation.
- Ensure Aboriginal cultural values are embedded throughout the service.





YURA YUNGI

MENKAWUM NGURRA

ELDERS RESIDENCE

Reporting and Performance Monitoring

- Provide regular operational reports to the COO.
- Report on occupancy, workforce, quality, risk, maintenance, compliance, and budget performance.
- Escalate significant operational or compliance risks promptly.

Selection Criteria

Essential:

- This is an identified Aboriginal position. Aboriginality is an essential requirement of the role under section 50(d) of the Equal Opportunity Act 1984 (WA), reflecting the importance of culturally appropriate service delivery to Aboriginal Elders and the community.
- Relevant tertiary qualification in Business Management, Health Administration, Facilities Management, Aged Care, Community Services or a related field, or equivalent demonstrated experience.
- Demonstrated experience in operational management within aged care, health, disability or community services.
- Experience managing administration, facilities, maintenance and support services.
- Strong understanding of Aged Care Quality Standards and aged care regulatory requirements.
- Demonstrated experience in quality improvement, risk management and compliance.
- Experience managing budgets, purchasing and operational reporting.
- Demonstrated ability to manage and develop multidisciplinary teams.
- Excellent written, verbal and interpersonal communication skills.
- Strong problem-solving, organisational and leadership skills.
- Demonstrated commitment to culturally safe practices and working with Aboriginal communities.

Desirable:

- Experience working within an Aboriginal Community Controlled Organisation.
- Experience managing residential aged care services.
- Knowledge of accreditation and audit processes.
- Experience in remote community service delivery.
- Understanding of aged care funding and operational systems.

Mandatory:

- National Police Clearance.
- NDIS Worker Screening Check (if required).
- Current Working with Children Check.
- Current C Class Driver's Licence.
- Evidence of required vaccinations in accordance with organisational and legislative requirements.
- Eligibility to work in Australia.





Organisational

- Promote and implement the philosophy, aim and objectives of YYMNAC
- Be an active team member and support a service-based work culture showing commitment to the organisation's strategy, mission, vision and values
- Adhere to all YYMNAC Policies and Procedures.
- Actively participate in the organisation's Quality Management System – LEE Care.
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
- Actively participate in staff meeting and professional development activities.
- Actively participate in Performance Management and Review.
- Actively support a productive team approach to primary health care services provided by YYMNAC.

Other duties as required within the scope of your skills and experience if requested by management.

Work Health & Safety (WHS) Responsibilities

- While at work, take reasonable care for the health and safety of all persons who are at your place of work and who may be affected by your acts or omission at work.
- Follow all control measures, procedures and use of safety equipment that has been put in place to minimise the risk of injury through manual handling.
- Follow all OH&S policies, procedures, and practices.
- Be a team player and maintain a realistic level of industrial harmony.
- Follow policies, procedures and practices that do not discriminate against individuals in employment or education on the basis of, race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliation.
- Observe National Privacy Principles and Privacy legislation.
- Always be supportive of management policies regarding Ground Rules, its vision, goals, interpersonal relationships, and Code of Conduct.
- Report any faulty equipment or safety issues in the Service Improvements Request Forms and to the Manager or Nurse in charge if appropriate.
- Ensure hazardous substances are stored safely and securely.
- Reports promptly to the Manager any work-related injury suffered, detailing how the injury incurred.





YURA YUNGI MENKAWUM NGURRA ELDERS RESIDENCE

- Participates in a program or rehabilitation for a work-related injury where considered necessary by Workcover or a rehabilitation provider.
- Use maintenance appliances correctly, wearing suitable protective equipment as provided.
- Maintain working environment is neat and clean. Keep storage rooms and supplies neat and tidy.

Privacy & Confidentiality

According to the YYMS Code of Conduct, all staff must protect the confidentiality of information acquired in the course of their work including any patient information. A staff member should not use or disclosing any personal or sensitive information to any other person without specific authority to do so. You must comply with relevant privacy and information about acts and regulations. This confidentiality agreement remains in force while you are in your current position and after you leave the organization.

KPI's

KPI	Measure	Target
Regulatory Compliance	External audits and accreditation outcomes	100% compliance with no major non-conformances
Quality Improvement	Completion of corrective actions and improvement activities	95% completed within agreed timeframe
Workforce Rostering	Fortnightly roster completion	100% roster published on time
Maintenance Management	Completion of scheduled maintenance	90% completed within scheduled timeframe
Budget Management	Operational expenditure	Within approved annual budget
Resident and Family Satisfaction	Feedback surveys and complaints	≥85% satisfaction rating
Staff Engagement	Annual staff feedback and retention	Maintain positive engagement and retention outcomes



YURA YUNGI

MENKAWUM NGURRA

ELDERS RESIDENCE

KPI	Measure	Target
Incident and Risk Management	Incident investigations and corrective actions	100% actioned and closed within required timeframe
Cultural Safety	Cultural activities and community engagement initiatives	Minimum quarterly engagement activities
Reporting	Provision of operational reports to COO	100% submitted accurately and on time

Certification

The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the position.

Name: Brenda Garstone

Position: Chief Executive Officer

Signed: _____

Date: ____/____/____

Name:	Signature:
Date appointed to position:	



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