

Profile: Maintenance Manager

Warren Smith

Keeping The Bays safe and sound

Warren Smith has been with us at The Bays for just over ten years. He and his family moved to the Mornington Peninsula to enjoy the lifestyle after he spent a number of years working in the hotel industry in the city.

Maintenance and safety are a serious priority for the organisation. Warren and his team are our people on-the-ground ensuring everything works seamlessly. It's their job to make sure everyone knows exactly what to do in the case of an emergency.

"My job is pretty well seven days a week. Anything can happen at any given time, so I prioritise requests as they come in," he says. "No two days are ever the same for me."

"I guess I give a damn," he said frankly. "For the residents, this is their home, it's their room. They have to be comfortable and feel secure and safe in our care. Things like the temperature need to be spot on."

Warren believes The Bays is "pretty lucky with all its key people" and the professionalism of the staff is second to none. "You obviously get ebbs and flows, but honestly, this organisation feels a bit like a family," he says.

If Warren and his maintenance team didn't have enough on their plate, they're anticipating the major works that are planned for the Hastings site and how they'll manage it.

"I'm pretty excited. I feel that the re-development at Hastings is going to be the jewel in the crown of the organisation. It's my job to foresee and anticipate the impacts on our 'resies'. We want to minimise disruption to the point that I hope they'll never notice the works are going on."

It's clear Warren has a real affinity for the Hastings environment. "It's just great over there. Would I consider it for my parents or myself? Yes, I would," he says with conviction. "If the staff are happy, the residents are happy."

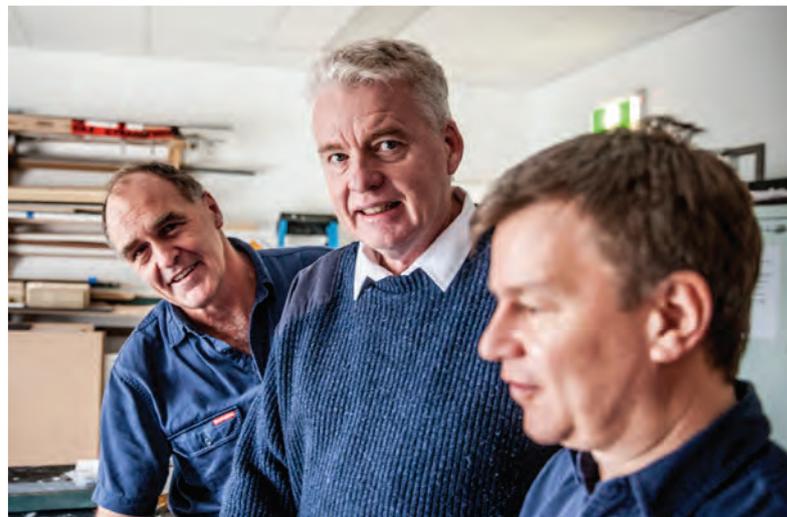
A big part of Warren's work is to ensure our organisation meets OH&S requirements and standards. All staff, patients, residents, visitors and contractors must be safe onsite and know what to do and where to go in an emergency. Warren

ensures staff are educated and the necessary systems and procedures are in place. "Emergencies are always on my mind when I go to sleep at night. At the end of the day in my job, you just can't take short cuts with safety," he said.

Warren recalled a medical emergency some time ago in the Mornington car park. He and the maintenance team went into immediate action, erecting shelter and managing traffic while the medical team attended to the patient.

"It was like an out-of-body experience for me," Warren recalled. "It was pouring with rain. I had doctors and nurses out in the car park. I was extremely proud of all the staff that day. Everyone knew their role and performed it beautifully, they were all really great. Everyone had a common goal to pull this patient through."

"Honestly, this organisation feels a bit like a family."



Warren Smith (centre) with maintenance team members Tim (left) and Mark (right).

Profile: Administration Manager

Guylaine Felix

A finger on the pulse

Most people's first and last impression of The Bays is the staff at the reception desk. Guylaine Felix and her team are responsible for the hospital administration, day-to-day finances, admissions and discharges and a range of other crucial tasks that keep the organisation flowing smoothly and efficiently.

"We've got a great little team," Guylaine says of her thirteen staff (and many volunteers). "We've got to have our finger on the pulse all of the time. The pace is really quick, but it's exciting as well."

The administration staff require a delicate combination of skills to juggle their role and responsibilities. Customer service requires empathy, patience and kindness and that often needs to be balanced with the attention to detail and efficiency to process complex financial transactions or logistics.

"It's really rewarding when someone comes into the hospital and they're nervous, frightened or dealing with some emotional issues," she said. "We try to spend a bit more time with them, chat to them, or put a reassuring hand on them. We can often have a calming effect."

With a long career that has taken her from the mail room to management, Guylaine Felix is constantly mentoring and helping her team develop exceptional customer service skills.

The administration staff also support many of the hospital's visiting specialists operating in The Bays consulting suites. "I love to see the doctors grow and develop their own practices," said Guylaine.

With an eye on growth and development the administration team get a first hand impression of the success of the business.

"I get really excited when I see that our occupancy rate is good, or that we've had a record number of births for the month. I get such a buzz when we're busy and achieving our targets."

"We hear a lot of the patients and volunteers say that the atmosphere here at The Bays is so good and so unique. It's a great place to work."

"I think part of the great atmosphere is that The Bays is community-owned. But that said, we're also very mindful of meeting our targets and budgets. There's a good balance between them," she said.



Guylaine Felix, Administration Manager.

"I feel so fortunate to have my team."

Being a community hospital, The Bays is also a unique size which encourages staff interaction across work units and across its three sites. Everyone knows everyone. Staff and patients see the same faces from day-to-day and there are so many opportunities to build relationships and camaraderie as a team.

Another dynamic of the workplace that Guylaine notices is how she feels empowered and trusted to do her job. "I'm never micro-managed and the executive staff really do go to lengths to acknowledge your achievements. When we're working hard it never goes unseen."

"I feel so fortunate to have my team. We look after each other, we nurture each other, and we have plenty of laughs. We look after our patients, but we look after each other as well."

We're proud that the culture of excellence at The Bays extends to every role in the organisation.