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|  | Position Description Version: |

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| **Position Title:** | Maintenance Officer |
| **Position Number:** |  | **Cost Centre:** |  |
| **Site/Facility:** | Calvary Administration |
| **Department:** | Maintenance |
| **Enterprise Agreement** | ***EBA*** |
| **Classification:** | Maintenance Supervisor |
| **Reports To:** | Maintenance Manager and/or Maintenance Supervisor |
| **Date of Preparation:** | February 2014 | **Date Updated:** | July 2022 |
| **Primary Purpose** |
| The Maintenance Officer will be required to attend to duties that improve the day to day lives of our residents and employees and ensure a safe and clean living and working environment.The Maintenance Officer will attend to tasks as requested by the Maintenance Supervisor or relevant manager. Tasks may include such duties as preventative and reactive maintenance of site and equipment, inspections, liaising with consultants, gardening and landscaping.The Maintenance officer will ensure a resident centred approach in all that they do. |
| Organisational Environment |
| Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centresCalvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) focused on caring for those who are sick, dying and in need.  We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the [Spirit of Calvary](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans. |
| Accountabilities and Key Result Areas |
| ***People and Culture:**** Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
* Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect.
* Build effective working relationships with facility staff and residents.
* Ensure harmonious working relationships within Calvary Retirement residents, carers and employees.
* Attend in service, staff development and external courses as directed.
* Complete the Calvary Retirement Communities Self Directed Learning Package (given out at Orientation) during the first three months of employment and discuss it at three month appraisal interview.
* Participate in annual performance appraisal.
* Ensure a resident centred and customer service oriented approach in all interactions.
* Support residents in promoting a strong sense of community.
* All comments and complaints are managed effectively and promptly.

***Excellence in Service Delivery:*** * Support service delivery under the direction of Management and/or the Maintenance Supervisor
* Promote and contributes to person-centred care.
* Perform general maintenance tasks as directed including but not limited to changing of light bulbs, cleaning of ceiling fans and vents, general repairs.
* Carry out gardening duties such as mowing, weeding and basic landscaping.
* Prepare written reports as directed. Inclusive of updating maintenance logs.
* Ensure that all chemicals are approved, have safety data sheet, are correctly labelled and in sealed. containers and are stored according to policy.
* Effectively use Maintenance Programs.
* Request the purchase of maintenance/garden supplies when necessary in consultation with Management.
* Observe motor traffic regulations, particularly on the facility site. Ensure appropriate licensing or training requirements are met prior to driving facility vehicles, mowers, carts or tugs.
* Ensure up to date knowledge is maintained of emergency procedures.

***Excellence in Service Development:*** * Strive to improve the quality, efficiency & safety of work.
* To be part of a culture which encourage residents, their families and friends, members of the community and work mates to raise concerns, suggestions and complaints and see these as opportunities to improve the quality of our work.
* Ensure that cost effective approach is taken to the use of organisational resources.

***Community Engagement**** Excellent relationships developed and maintained with facilities and service providers, families and the community

***WH&S Responsibilities:*** * Take reasonable care of your own health and safety and the health and safety of others in the workplace;
* Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
* Report to your supervisor any incident or unsafe conditions which come to your attention;
* Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)
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| **Key Relationships** |
| Internal: | * Site Management
* Maintenance Manager
* Residential Care Services Team
* Residents and staff forums/committees
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| External: | * Government departments and statutory bodies
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| **Position Impact** |
| Direct Reports: | * Nil
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| Budget: | * Nil
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| Selection Criteria |
| **Essential*** COVID-19 vaccination is a mandatory requirement unless assessed exempt
* Experience in Maintenance/Gardening role
* Commitment to continuous quality improvement
* Working Knowledge of WH&S and Infection Control
* Demonstrated commitment to customer focused services
* Self-motivated and able to work in a team
* Excellent communication skills, written and oral
* Drivers licence Class
* A commitment to work within Calvary’s Mission, Vision and Values

**Desirable*** Previous experience and understanding of aged care including retirement village/ independent living setting
* Trade qualifications and/or experience
* Knowledge of preventative maintenance database systems
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |