



Maintenance Manager

Position Description

CALVARY RESIDENTIAL AGED CARE

Primary Purpose

The Maintenance Manager will be the point of contact for all residents, staff and contractors for maintenance concerns for Calvary Retirement Community. A key part of the role will be the maintenance and repair of equipment and capital stock to facilitate the delivery of quality service.

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 centres

Calvary continues the mission of the Sisters of the Little Company of Mary, a mission 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 and the example of Venerable Mary Potter.

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
- Acknowledge and maintain residents’ rights, privacy and confidentiality in accordance with the Charter of Residents’ Rights.
- Assist in developing the competence of new or less experienced staff through the sharing of knowledge and by example.
- Promote harmonious relationships within Calvary Retirement Communities.
- Attend in service, staff development and external courses
- 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 review process.
- Demonstrate a high level of customer service in the management of enquiries.
- Support residents in promoting a strong sense of community.
- Demonstrate flexibility in work practices in order to support colleagues and to meet the changing needs to the facility.
- Provide annual leave relief emergency support for maintenance contractors in the Calvary Hunter Retirement Communities.

- Coach direct reports to ensure that they effectively manage the resources for which they are responsible.
- Promote and model a culture of mutual respect, recognition, teamwork, innovation and service. Empower staff in their ability to provide feedback and ideas.

Excellence in Service Delivery:

- Support service delivery under the direction of the GM
- Promote and contributes to person-centred care.
- Perform general maintenance tasks including changing of light bulbs, cleaning of ceiling fans and vents
- Request the purchase of maintenance supplies and utensils when necessary in consultation with Facility Management.
- Be conversant with all emergency procedures.
- Undertake routine corrective maintenance and/or notify the external provider if required to undertake repairs.
- Liaise with appropriate departments to establish maintenance requirements for all equipment utilised in the facility.
- Undertake or coordinate with external providers determined preventative maintenance programs.
- Maintain an 'Equipment Register' in order that maintenance and the incidents of repairs can be monitored.
- Use and maintain maintenance equipment in accordance with manufacturers' instructions.
- Supervise and record all work undertaken by external service providers, including but not limited to, all work in relation to;
 - Waste Management
 - Thermostatic mixing valves
 - Emergency lighting
 - Fire detection and suppression equipment
 - Pest and vermin control
 - Other essential services
- Advise and make recommendations to various departments regarding;
 - The suitability of equipment prior to purchase (in relation to maintenance and repair requirements)
 - The need for the replacement of equipment where maintenance/repair costs exceed replacement costs
 - The performance of external maintenance and repair contractors
- Monitor the performance of all external maintenance and construction contractors to ensure that they comply with Calvary Retirement Communities' work health and safety policies and protocols and undertake risk assessment and risk control maintenance tasks.
- Report all resident, staff and visitor incidents utilising the appropriate incident forms.
- Follow organisational guidelines for safe manual handling.
- Select and use appropriate equipment according to Calvary Retirement Communities' policy and procedures.
- Maintain a Material Safety Data Register and distribute to relevant data sheets appropriate work areas.
- Use and store chemicals in accordance with relevant Material Safety Data Sheets
- Attend compulsory fire safety lectures and evacuation drills.

Documentation:

- Prepare reports when required
- Responsible for the management of documenting facility requirements in relation to maintenance and repair logs
- Ensure that all chemicals are approved, have safety data sheet, are correctly labelled and in sealed containers and are stored according to policy

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
- Promotes cost effective use of organisational resources
- Contribute to continuous improvement and the achievement of the Aged Care Accreditation Standards
Participate in benchmarking activities

Community Engagement:

- Excellent relationships developed and maintained with facilities and service providers, families and the community
- Promote and articulate the role and function of Calvary Retirement Communities with residents, relatives, other health workers and the wider 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)

Key Relationships

Internal:	<ul style="list-style-type: none"> • General Manager • Residential Care Services Team • Residents and staff forums/committees
External:	<ul style="list-style-type: none"> • Government departments and statutory bodies • Contractors

Position Impact

Direct Reports:	<ul style="list-style-type: none"> •
Budget:	

Selection Criteria**Essential**

- Professional skills and tertiary qualifications relevant to this role
- Commitment to continuous quality improvement
- Working Knowledge of WH&S and Infection Control
- Demonstrated knowledge of the Health and/or Aged Care Sectors
- Demonstrated commitment to customer focussed services
- Self motivated and able to work in a team
- Excellent communication skills, written and oral
- Drivers licence Class 1A
- 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
- Knowledge of preventative maintenance database systems

Approvals

Job Holder's signature:

Date:

Manager's signature:

Date: