



ROLE DESCRIPTION

Role Title	Maintenance Officer
Classification Code	Operational Services Officer Level 2 (OPS2)
Position Number	P22160
Local Health Network	Yorke and Northern Local Health Network Inc.
Hospital / Service / Cluster / RSS	Wallaroo Hospital and Health Service
Department/Section / Unit/ Ward	Facilities
Role reports to	Facilities Supervisor
Role Created/ Reviewed Date	March 2022 / October 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening
Immunisation Risk Category	Category B (Indirect contact with blood or body substances)

ROLE CONTEXT

Primary Objective(s) of role:

The Maintenance Officer is responsible to the Director of Corporate Services, via the Facilities Manager, via the Facilities Supervisor. The role consists of the provision of quality, efficient and effective preventative and breakdown maintenance, record keeping and maintaining a high standard of the facilities to the Wallaroo Hospital and Health Services. This is undertaken in the framework of established preventative maintenance schedules and break down maintenance, supported and directed by the Facilities Supervisor.

Direct Reports:

> Nil

Key Relationships/ Interactions:

Internal

- > Reports to the Facilities Supervisor, Wallaroo Hospital and Health Services.
- > Works closely with Health unit heads and corporate and clinical staff.
- > Maintains cooperative and productive working relationships with all members of staff, contractors, and suppliers across the site, and YNLHN.

External

- > Maintains ongoing communication and liaison with Contractors, Hospital staff and suppliers

Challenges associated with Role:

Major challenges currently associated with the role include:

- > operate with some autonomy and apply initiative and/or judgement including when limited scope of information exists, for interpreting rules, regulations, guidelines and instructions;
- > apply acquired/learned maintenance and technical related skills, knowledge and techniques; and
- > solve problems and provide information through the use of precedents, guidelines, procedures, regulations and instructions.

Delegations:

> Nil

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program (PRD), which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position, and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / Yorke and Northern Local Health Network policies, procedures and standards.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

Yorke and Northern Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Yorke and Northern Local Health Network is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

- > Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > The position is primarily located at the Wallaroo Hospital and Health Services, but the incumbent may be required to work from other sites within the Yorke & Northern Local Health Network
- > The incumbent will be required to enter into an annual performance agreement for the achievement of (specific or service or program) outcomes.
- > A current driver's licence and a willingness to drive government vehicles is essential.
- > Some out of hours work may be required
- > Attendance at mandatory sessions as determined by the organisation.
- > The incumbent will uphold the values of the SA Health and Country Health SA as reflected in their respective Strategic Plans.
- > Adherence to the Code of Ethics for Public Sector Employees.
- > Must be an Australian resident or hold a current working visa.
- > Basic computer skills are required.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Contributes to the efficient operation of the Maintenance Department by:</p> <p>Participates in the overall function of the organisation by:</p>	<ul style="list-style-type: none"> > Assisting in the provision of the ongoing maintenance programme for all Plant and Equipment, according to the Health Service's Maintenance, Security, Electrical and Fire Policy requirements. > Maintenance and repairs throughout the Health Service, > Ensuring the installation and maintenance of equipment complies with appropriate standards, legislation and regulations. Actively contributing to the provision of a safe working environment by: > Understanding their responsibility under Work Health Safety legislation: specifically the spirit and principles of the Premier's Safety Commitment Statement; the WHS Act and SA/NZ4360 Risk Management or equivalent framework. > Adhering to safe work practices, maintaining safe working conditions and adhering to all relevant policies and procedures. > Taking responsibility to prevent and minimise infection in every aspect of work in accordance with relevant policies. > Participating in any risk identification and / or minimisation processes. > Undertaking appropriate activities to contribute towards the health service's Accreditation requirements as directed. > Ensuring that relevant standards, accreditation, legislative and regulatory requirements are complied with, including updating practice in relation to new trends within the maintenance area, which result in service excellence and a safe environment for patients, residents, clients, staff and visitors. > Complies with the Code of Ethics for Public Sector Employees. > Maintaining a high level of confidentiality and privacy at all times, in all matters relating to your employment with YNLHN. > Function in accordance with all relevant legislation. > Works within own ability and qualifications. > Attend all required mandatory training within the specified time frame. > Uses and promotes effective communication and interpersonal skills. > Evaluate own practice through performance appraisal. > Maintain continual self development through attendance at applicable training courses, seminars and workshops. > Contribute to the well-being of people in South Australia through participation in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident. > Contribute to the promotion and implementation of the General Public Sector Management Aims, Personnel Management Standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements. > Maintaining grounds and gardens such as lawns, garden beds, emptying external rubbish bins etc. > Waste management such as swapping out medical waste bins.

OFFICIAL

<p>Provide an efficient and effective record management service for the Maintenance Department</p>	<ul style="list-style-type: none"> > Updating and maintaining accurate record keeping relevant to preventative maintenance schedules, and breakdown repair details, is a key component. Therefore at least basic computer skills are essential.
<p>Contribute to an effective continuous quality improvement cycle.</p>	<ul style="list-style-type: none"> > Assisting in the development and monitoring of departmental plans, activities, performance indicators and programs. > Assisting in implementing and evaluating YNLHN policies and procedures.
<p>Adhere to relevant legislative requirements and working within the Cultural Respect Framework, the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare and Injury Management.</p>	<ul style="list-style-type: none"> > Actively participating in the identification and resolution of Occupational Health Safety and Welfare and Injury Management issues to promote safe and healthy work practices. > Ensuring appropriate incident/hazard reporting, and WorkCover documentation is completed within the required timeframe. > Ensuring the South Australian Health Commission Code of Conduct for Employees is adhered to. > Ensuring a harmonious workplace free of unlawful discrimination, sexual harassment and bullying is maintained.
<p>Contribute to the well-being of people in South Australia through participation in Counter Disaster activities</p>	<ul style="list-style-type: none"> > attendance, as required, at training programs and exercises to develop the necessary skills required. > participate in responses in the event of a disaster and/ or major incident.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS (Those characteristics considered absolutely necessary)

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Highly developed and effective interpersonal and communication skills (both verbal and non-verbal).
- > Demonstrated ability to use initiative, be resourceful and work autonomously with limited direction and with competing priorities in an adverse, high workflow environment.
- > Demonstrated ability to set priorities, to work within deadlines and perform all duties effectively and with a high level of accuracy.
- > Demonstrated ability to use judgement and respond to or manage situations respectively with tact, diplomacy and empathy.
- > Ability to use a wide range of hand and power tools.
- > Building/maintenance skills including the ability to fault find and investigate problems.
- > Effective interpersonal skills, including the ability to work respectfully and appropriately with staff and contractors of diverse backgrounds.
- > Ability to work with limited supervision, manage time effectively and prioritise tasks.
- > Demonstrated ability to work effectively both individually and within a team environment.

Experience:

- > Demonstrated experience in the provision of an efficient front line, customer focussed service.
- > Demonstrated experience in the provision of a comprehensive and efficient range of administrative support services.
- > Demonstrated experience in maintaining sensitive and confidential information and understanding the principles of confidentiality.
- > Demonstrated experience in a broad range of maintenance activities/repairs, including plant, equipment, building, and grounds.
- > Experience in using computers.
- > Demonstrated experience in the use and operation of relevant tools and equipment.
- > Experience in large commercial maintenance setting e.g. Hospital, Factory, Caravan Parks, Hotels, Airports etc is desirable.

Knowledge:

- > Knowledge of the application of proprietary software such as Excel and Word.
- > Has knowledge of the appropriate standards in relation to the area of practice.
- > A sound understanding of general maintenance and repair functions.
- > Knowledge of Chemical Safety principles.
- > WHS principles and responsibilities associated with a maintenance role.

DESIRABLE CHARACTERISTICS (To distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications:

- > Qualification in a trade

Personal Abilities/Aptitudes/Skills:

- > Team Player attitude.

Experience:

- > Demonstrated experience working in a healthcare environment is desirable.
- > Experience in preventative maintenance and breakdown situations.

Knowledge:

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. LHN's participate in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: