



## POSITION DESCRIPTION

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<b>Position Title:</b>	Maintenance & Grounds Officer
<b>Department:</b>	Maintenance
<b>Location:</b>	War Memorial Hospital
<b>Uniting Purpose:</b>	To inspire people, enliven communities & confront injustice
<b>Uniting Values:</b>	Imaginative, respectful, compassionate, bold

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<b>Classification:</b>	Maintenance Supervisor (Non-tradesman) Otherwise
<b>Vaccination risk category:</b>	A
<b>Award:</b>	MSIC & War Memorial Hospital (Waverley) Health Service Employees Agreement 2016
<b>Employment status:</b>	Permanent Full Time
<b>Hours:</b>	38 hours per week

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<b>Position reports to:</b>	WMH Maintenance Manager
<b>Position Supervises:</b>	External contractors
<b>Key relationships:</b>	WMH Service Manager, the full range of WMH teams and departmental managers, external trades/contractors, South Eastern Sydney Local Health District (SESLHD), Uniting.

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## POSITION PURPOSE

The WMH Maintenance & Grounds Officer (MGO) is the key support role for the WMH Maintenance Manager in the delivery of both reactive and preventative maintenance programmes for all buildings and services across the WMH campus. The position directly engages in minor repair and maintenance work as delegated. The MGO is also the primary role responsible for the day to day upkeep of the WMH grounds and gardens. The MGO supports the WMH Maintenance manager in the induction and supervision of external contractors to complete more extensive maintenance works. This role has opportunity to be the designated leave relief coverage for the WMH Maintenance Manager position.

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**War Memorial Hospital**  
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## **POSITION OBJECTIVES**

- Provision of hands on maintenance and minor repair works across WMH buildings and facilities keeping all to a safe and high quality standard
  - Engages directly in the day to day oversight and upkeep of the WMH grounds and gardens with meticulous attention to detail
  - Is proactive in the identification of maintenance and repair work across the site, demonstrating a pride own work and in the presentation of the campus
  - Supervises and/or engages with external contractors where scope of works is beyond internal capacity and expertise, providing onsite oversight that ensures duty of care, due diligence and contractor induction processes are followed
  - Advocates and demonstrates the importance of safe work practices at all times
  - Orientates and gains understanding of the WMH Maintenance Manager roles and tasks to enable effective leave relief coverage
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## **KEY RESPONSIBILITIES**

### **Financial management & awareness:**

- Awareness of the importance of efficient use of hospital resources and maintenance/gardening related materials
- Works with WMH Maintenance Manager in identifying cost saving opportunities
- Supports non maintenance employees at WMH in considering cost efficient options for maintenance/facility/gardening matters
- Awareness of the importance of environmental sustainability factors relevant to role that may contribute also to financial efficiencies

### **Operational processes:**

- Primary responsibility for the delivery and upkeep of grounds, gardens and minor maintenance works in buildings across the site
- Assists in the prioritisation of maintenance & gardening jobs in discussion with WMH Maintenance Manager
- Proactively identifies areas/tasks that require maintenance & gardening attention
- Awareness of the importance of all equipment maintenance
- Awareness of WHS processes including hazard identification, use of personal protective equipment (PPE) where relevant
- Awareness of the importance of compliance with WMH, SESLHD and Uniting policies and procedures
- Actively seeks professional guidance and support in relation to industry standards and legislative requirements
- Awareness of Safety Data Sheets and site chemical register
- Supports and ensures a robust contractor induction system inclusive of eg Safe Work Method Statements and Hot Work Permits
- Guides other WMH staff as to correct contractor induction processes if necessary
- Engages in regular toolbox talks within Maintenance Dept
- Open to learning relevant new systems and areas eg fire systems, clinical equipment etc.
- Actively engages with other key resources e.g. Uniting Property Team, SESLHD Facilities
- Available for periods of Maintenance Manager leave relief
- Awareness of quality management systems and projects within Maintenance and across the WMH Campus
- Develops an understanding of Health Accreditation and WHS & IM Profile processes participating as directed by manager and relevant to role
- Other duties as requested by management

**Client management & engagement (internal & external stakeholders):**

- Is frontline WMH Maintenance Dept representative to both internal and external stakeholders
- Fosters a productive and engaged relationship with all WMH staff and management collaborating re site projects, jobs and solutions
- Fosters and maintains effective professional trades relationships
- Collaborates with other key support service departments e.g. Hotel Services for Environmental and Security issues or WHS/IM/ Emergency Co-ordinator for Fire etc.
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders
- Supports site communication re current and pending works with associated service disruption notices

**People management & teamwork:**

- Provides operational oversight of maintenance department/processes in a short term temporary leave relief capacity for maintenance manager
- Ensures effective day to day communication within the WMH Maintenance Dept
- Effective communication with internal teams and external contractors inclusive of verbal, written, electronic methods
- Supports positive team engagement in any campus or organisationally driven activities
- Designated leave relief and cover for the WMH Maintenance Manager when required

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**KEY PERFORMANCE INDICATORS****Financial management & awareness:**

- Demonstrates efficient use of hospital and department resources
- Actively identifies opportunities for resource and service efficiencies
- Promotes environmentally sustainable practices across the site

**Operational processes:**

- Daily execution of maintenance tasks to a high quality within own scope of role and as delegated by manager
- Daily attendance of all grounds and garden tasks as per seasonal schedules including the maintenance of the lawns, various trees and shrubbery through the seasons, upkeep of garden beds, ensuring clean and tidy driveways, parking areas & pathways onsite site
- Works with manager in the prioritisation of urgent and non-urgent tasks
- Demonstrates a positive proactive approach to maintenance, gardening and hazard identification
- Supports and facilitates general contractor induction processes ensuring due diligence with eg contractor cards, site induction, SWMS etc
- Attendance and active participation in relevant meetings and toolbox talks, proactively offering ideas for service improvement
- Actively seeks guidance and engages in further training where necessary including new systems & techniques eg fertilising, equipment etc
- Ensure all equipment is well maintained and regularly serviced in tandem with Maintenance Manager
- Adheres to chemical registers and protocols as required
- Participates in monthly departmental WHS workplace inspections
- Participates in quality projects and Hospital Accreditation as relevant to role and directed by manager
- Participates in WHS IM Profiling purposes as relevant to role and directed by manager

- Completes annual performance appraisal
- Ready engagement in other duties as directed by Maintenance Manager or WMH Management

**Client management & engagement (internal & external stakeholders):**

- Demonstrates capacity to negotiate and communicate effectively with internal and external stakeholders ensuring an efficient, quality service, minimising disruption
- Professional, positive and proactive communications with external contractors and visitors supporting WMH reputation

**People management & teamwork:**

- Positively engages with Maintenance Manager and provides constructive input to service delivery and improvement
- Demonstrates and contributes to a culture of openness and productivity
- Participates in campus engagement activities
- Engages in the maintenance supervisor role in a leave relief capacity, under direction of Maintenance Manager and WMH Service Manager

**Work Health Safety and Welfare Requirements:**

Each staff member is required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner taking all reasonable care for self and others, adhering to instructions, policies, procedures and training relating to work health, safety and wellbeing and using the equipment provided in accordance with safe operating procedures.

Where appropriate, staff will initiate and participate in worksite inspections, identify safety hazards, risks, concerns or incidents through accident reporting and investigations within required timeframes, develop safe work procedures and provide appropriate information, instruction, supervision and complete all mandatory training.

- Proactive engagement with all WHS processes, PPE, SWMS relative to role and delegation
- Proactive identification, documentation, escalation and addressing of workplace hazards
- Reporting of incidents related to WHS, system, plant or process issues
- 100% compliance with mandatory training requirements
- Escalation of issues identified in relation to resources and department performance
- Participates in risk assessments as necessary

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**PROFESSIONAL SKILLS AND KNOWLEDGE**

1. Demonstrated trades/handyman experience in a hospital / healthcare environment *or* other relevant area
2. Demonstrated ability to work under manager supervision and also independently following schedules, instructions, delegated tasks and variable workloads to manage time effectively in getting the job done
3. Demonstrated experience and ability to carry out minor repairs and maintenance work to a high quality standard
4. Experience and understanding of relevant gardening systems and techniques e.g. lawn mowing, ground & plant fertilisation, irrigation systems, hedge maintenance, composting
5. Proven friendly, approachable interpersonal communication skills with good customer service

6. Knowledge and understanding of relevant industry legislation that relates to buildings e.g. building codes, plant and services e.g. fire systems
7. Knowledge of Work Health and Safety and general trade induction processes e.g. safe work method statements, hot works permits
8. Basic computer skills relevant to role and completion of mandatory training requirements

<b>Employee Name:</b>		<b>Managers Name:</b>	
<b>Date:</b>		<b>Title</b>	
<b>Signature:</b>		<b>Date:</b>	
		<b>Signature:</b>	

## JOB DEMANDS CHECKLIST

Job Title: Maintenance Officer

Department: Maintenance

Assessor: Paul Donnelly

Date of Assessment review: June 2023

Service/Unit: War Memorial Hospital

Manager / Supervisor: Maintenance Manager

Date of Assessment: June 2022

### Definitions:

\* Denotes a critical requirement of the job

### Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	<b>Sitting</b>	Remaining in a seated position to perform tasks	x					
	<b>Standing</b>	Remaining standing without moving about to perform tasks	x					
	<b>Walking</b>	Floor type: even/uneven/slippery, indoors/outdoors, slopes				x		
	<b>Running</b>	Floor type: even/uneven/slippery, indoors/outdoors, slopes	x					
	<b>Bend/ Lean Forward from Waist</b>	Forward bending from the waist to perform tasks			x			
	<b>Trunk Twisting</b>	Turning from the waist while sitting or standing to perform tasks			x			
	<b>Kneeling</b>	Remaining in a kneeling posture to perform tasks			x			
	<b>Squatting/ Crouching</b>	Adopting a squatting or crouching posture to perform tasks		x				
	<b>Crawling</b>	Moving by crawling on knees & hands to perform tasks			x			
	<b>Leg/ Foot Movement</b>	Use of leg and or foot to operate machinery		x				
	<b>Climbing (stairs/ladders)</b>	Ascend/ descend stairs, ladders, steps, scaffolding			x			
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg			x			
		Moderate lifting & carrying – 10 – 15kg			x			
		Heavy lifting & carrying – 16kg and above		x				
	<b>Reaching</b>	Arms fully extended forward or raised above shoulder		x				
	<b>Pushing/ Pulling/ Restraining</b>	Using force to hold/restrain or move objects toward or away from body			x			
	<b>Head/ Neck Postures</b>	Holding head in a position other than neutral (facing forward)		x				
	<b>Hand &amp; Arm Movements</b>	Repetitive movements of hands & arms		x				
	<b>Grasping/ Fine Manipulation</b>	Gripping, holding, clasping with fingers or hands			x			
	<b>Work at Heights</b>	Using ladders, footstools, scaffolding, or other objects to perform work			x			
	<b>Driving</b>	Operating any motor-powered vehicle		x				
CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	<b>Sight</b>	Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen				x		
	<b>Hearing</b>	Use of hearing is an integral part of work performance e.g. telephone enquiries			x			

	<b>Smell</b> Use of smell is an integral part of work performance e.g. working with chemicals		x				
	<b>Taste</b> Use of taste is an integral part of work performance e.g. food preparation						x
	<b>Touch</b> Use of touch is an integral part of work performance				x		
CRITICAL *	<b>PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)</b> Assisting ↓	<b>FREQUENCY</b>					
		I	O	F	C	R	N/A
	<b>Distressed people</b> e.g. emergency or grief situations	x					
	<b>Aggressive &amp; uncooperative people</b> e.g. drug/alcohol, dementia, mental illness	x					
	<b>Unpredictable people</b> e.g. dementia, mental illness and head injuries	x					
	<b>Restraining</b> Involvement in physical containment of patients/clients						x
	<b>Exposure to distressing situations</b> e.g. child abuse, viewing dead/mutilated bodies						x
CRITICAL *	<b>ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)</b>	<b>FREQUENCY</b>					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust			x			
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures	x					
	<b>Fumes</b> Exposure to noxious or toxic fumes		x				
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE		x				
	<b>Hazardous substances</b> e.g. dry chemicals, glues		x				
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		x				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain	x					
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight			x			
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C		x				
	<b>Confined spaces</b> Areas where only one egress (escape route) exists		x				
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground			x			
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls		x				
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks			x			
	<b>Biological hazards</b> e.g. exposure to body fluids, bacteria, infectious diseases	x					

**Additional Position Requirements/Demands Summary:** From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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**Signature of Manager:** ..... **Date:** ...../...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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**Signature of Employee:** ..... **Date:** ...../...../20.....