

**Job Description**

<b>Job Title:</b>	<b>Maintenance Officer</b>
<b>Ref No:</b>	OP658
<b>Portfolio:</b>	Corporate Services
<b>Service Stream:</b>	Facilities & Maintenance
<b>Program:</b>	Facilities & Maintenance
<b>Reports to:</b>	Senior Manager, Facilities & Maintenance
<b>Classification:</b>	Anglicare SA Incorporated Agreement Stream: Aged Care Level 3
<b>Date:</b>	September 2018

**Job Purpose**

To provide cost effective and timely roving maintenance services to all Anglicare SA facilities across the Adelaide metro area.

**Key Result Areas****Maintenance delivery**

- Liaise with site leaders and other appropriate staff to determine maintenance needs and respond effectively as required
- Carry out timely and proficient maintenance and repairs of equipment and assist with the production of equipment to cater for the special needs of clients.
- Perform gardening and grounds maintenance (including the operation of all garden and associated equipment including tractors) and install and maintain watering systems.
- Ensure all equipment is operated and serviced in accordance with site procedures/manufacture's instructions.
- Provide leadership to visiting contractors or staff in the delegation of tasks and ensure outcomes are met within reasonable timeframes and budgets
- Ensure all chemicals are used/stored in accordance with site procedures/manufacture's instructions and that all waste materials are disposed of safely and in accordance with site procedures/manufacture's instructions.
- Participate in, and contribute to quality improvement programs and other facility activities, to meet Service / Accreditation Standards.
- Work harmoniously within a team to achieve consistent quality service and other team goals.
- Accept additional responsibilities as required.

**Administration & Record Keeping**

- Ensure service/equipment faults are documented and reported to the responsible person.
- Maintain up-to-date records of all routine maintenance and maintenance performed by contractors and temporary workers.
- Maintain registers and stock control procedures
- Comply with site and AnglicareSA policies and procedures.

**Customer Service**

- Provide prompt and courteous service and act in a professional manner at all times when dealing with internal & external customers.
- Assist in identifying opportunities to improve services to residents from information provided through feedback forms, surveys etc.
- Promote the organisation both internally & externally in a positive manner

**Work Health and Safety (WH&S)**

- Ensure own action or lack of action does not place own safety or that of others at risk.

- Use prescribed personal protective equipment.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

**Direct Reports:** Senior Manager, Facilities & Maintenance

### **Working Relationships:**

Facilities and Maintenance team, Safety Quality and Risk team, Senior Managers, Site Managers, Western Hub Reception, maintenance providers and external contractors.

### **Organisational Impact:**

Ensures customers and staff are safe and comfortable within AnglicareSA environments.

### **Specific Job Requirements:**

- You will be required to travel to other AnglicareSA sites on a regular basis.
- You will require a current driver's licence and a certified roadworthy vehicle that is registered and has a minimum third party property insurance. In return, you will receive a mileage reimbursement.
- You will have a mandatory requirement to report any suspicion of abuse or neglect of children or young people to the Department for Child Protection (DCP), Child Abuse Report Line (CARL) as required by the South Australian Child Protection Legislation.
- A current Senior First Aid Certificate must be maintained.

### **Standard Job Requirements (all staff)**

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Conform with AnglicareSA's conditions of employment, Code of Conduct, Standards of Practice and Behaviour, Confidentiality and Fair Treatment policies and other Human Resources, Work Health and Safety (particularly AnglicareSA's manual handling) and organisational policies and procedures.
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
- Perform all allocated duties within classification and work at other AnglicareSA sites if required.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Must provide evidence of Australian residency or current working VISA.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.

☒ **National Police History Check**

☒ **DCSI Child-Related Employment Screening**

### **Person Specification**

#### **Qualifications**

- Full drivers licence
- Qualifications in horticulture or technical trades relevant to the role (desirable)

## Demonstrable Requirements / Selection Criteria

### Customer Service

- Proven customer service, communication and interpersonal skills to liaise with internal and external clients.

### Service Delivery

- Proven knowledge and experience of garden maintenance, plant types, pruning, irrigation systems and servicing of gardening equipment to perform the duties required at this level.
- Proven capability to work positively and productively, within established guidelines, as part of a team and requiring only routine supervision.
- Demonstrable ability to repair and produce equipment that caters for the needs of clients or other equipment and fixtures associated with the interior or exterior of the worksite and gardening and grounds maintenance.
- Demonstrated knowledge of the technical requirements of the position to be able to perform the position at a quality level.
- Proven ability to coordinate and monitor routine schedules (maintenance, gardening & WH&S audit).
- Proven capacity to assist employees with less experience or at lower levels.

### Administration

- Basic administrative and computer skills to be able to complete administrative and document preparation requirements of the job in an efficient, timely and accurate manner.

### WH&S

- WH&S knowledge and skills suitable for the position.

### Cultural Fit

- Work within a team environment in accordance with AnglicareSA values.

## Competencies

The competencies below reflect requirements for this position. They may be used as part of the selection process when recruiting for the position and for performance reviews.

Living the AnglicareSA Values	Display the values in undertaking their duties.
Cultural Respect of Aboriginal Peoples	Respectfully engage and respond to the needs and aspirations of Aboriginal people and communities.
Valuing Diversity (race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political affiliation etc.)	Demonstrate acceptance, respect and appreciation of individual differences.
Work Health, Safety and Environmental Awareness	Follow WHS&E policies and procedures.
Teamwork and Cooperation	Support the team and work cooperatively as a team member.
Communication	Actively engaging in communication activities whilst undertaking their duties.

## AnglicareSA Vision

Justice, respect and fullness of life for all.

## AnglicareSA Mission

AnglicareSA provides care and support with a voice for disadvantaged and vulnerable people in our communities.

## AnglicareSA Values

- **Integrity**  
We act honestly and ethically and ensure accountability to those we service and work with.
- **Compassion**  
We respond with sensitivity and empathy to the needs, ability and aspirations of the people we work with and the communities we serve and work with.
- **Stewardship**  
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
- **Equity**  
We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those customers in the most difficult circumstances to flourish.
- **Servant Leadership**  
We place the needs of others first to enable them to grow. We empower, accept responsibility, and understand our role is to enable, encourage and support.

## ACCEPTANCE/AUTHORISATION

Jobholder Signature: ..... Date .....

Print Jobholder Name: .....

Chief Financial Officer / General Manager, Corporate Services Signature: ..... 

Date: ..... 