

## POSITION DESCRIPTION

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<b>Position Title:</b>	Maintenance (Asset Services) Officer
<b>Reports to:</b>	Asset Services Manager
<b>Supervising:</b>	N/A
<b>Liaises with:</b>	All Property Services Team members, OH&S representatives, Wintringham managers, staff and residents as required. External contractors & suppliers as required.
<b>Location:</b>	Hobart; sites across Metro Hobart  With travel required to all Wintringham sites in southern Tasmania.
<b>Classification:</b>	Wintringham EBA
<b>Hours:</b>	Full-time (min 38 per week)

### About Wintringham

Wintringham provides affordable and high quality housing, support, aged care services and accommodation to people over 50 years old, who have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for elderly people, respecting their individuality, whilst working to achieve equality and social justice.

### Position Summary

Wintringham (and subsidiary Wintringham Housing Limited) own and operate a significant property portfolio, within Victoria and Tasmania.

Our property portfolio is diverse and rapidly expanding. It includes sites such as Aged Care Facilities, independent living units, and offices. We develop to own and we manage properties on behalf of other organizations.

The management and upkeep of these assets, combined with ongoing life cycle replacement of building fabric at these sites is of prime importance in ensuring the continued provision of high quality accommodation, and a safe environment for all residents, staff and visitors.



## Key Objectives of this role, to:

- Undertake a broad range of maintenance duties at all sites operated by Wintringham, including the repair and maintenance of buildings, grounds, and equipment.
- Coordinate work orders for all scheduled & responsive maintenance & new works using asset management software (CMMS).
- Actively participate in many facets of asset management including planning, scheduling, maintenance & renewal works, and reporting.
- Aspire to attain (and/or) maintain industry best practice, with a strong focus on zero harm and continuous improvement.
- Understand your contribution makes a real difference in the lives of a significant number of disadvantaged women & men across the States we operate.

## Responsibilities/Duties

### Fulfil key objectives of the role as outlined above, including:

- Undertake a broad range of general maintenance tasks, both reactive and planned, which may include maintenance, inspection, and repair of buildings and equipment, including, but not limited to:-
  - Painting, tiling, replacing lamps, gutter cleaning, basic carpentry, basic plumbing, hoist equipment, appliances, etc...
- Complete preventative maintenance tasks as scheduled and in accordance with relevant task outline
- Engage and coordinate contractors for specific tasks as required
- Ensuring Work Orders and CMMS are updated with essential & relevant information as per Asset Services standards
- Assist with relocation of resident furniture and belongings
- Completion of all tasks in accordance with safe work practices
- Participation in After Hours Maintenance call-outs (paid allowance for calls and attendance)
- Assist with updates to the Asset Register by providing accurate details of changes as they occur, to agreed conventions
- Assist with maintaining up-to-date records to agreed standards, including, but not limited to, service reports, audit reports, manuals, plans, contractor lists, and registers
- Effectively & efficiently manage workload & priorities, with a focus on accuracy, contributing where possible to continuous improvement
- Other related maintenance and asset related tasks as they arise and as directed by Asset Services Manager

### Planning

- Self-manage workload, through triaging & prioritisation of duties & requests.
- Contribute to the Asset Management plan with relevant insights & recurrent issues
- Schedule & diarise important dates with sufficient time to deliver reports or other deliverables
- Assist & engage in creating positive health & safety outcomes within all Property Services activities



### Fiscal

- Close work orders on completion of activity, including updating of final costs and activity hours
- Maintain and provide accurate receipts in a timely manner for purchases made on company credit cards or account cards issued

### Communications

- Maintain collaborative relationships with members of the Property Services Team
- Liaise with Residential Site Managers, Community Managers, Wintringham Housing staff including Tenancy Management Workers, and other Wintringham Business Services programs in order to understand operational requirements
- Liaise with external contractors, suppliers, and organisations to obtain documents and information and/or to coordinate activities and develop strong relationship
- Assist & train others in the systems & sources of information available to them.
- Provide regular & ad hoc reports in a timely manner to both internal & external bodies
- Improve & develop the customer service experience through regular & up-to-date communications

### Other

- Ensure confidentiality is maintained at all times
- Travel to different locations as required & approved by Manager
- Perform other duties as directed from time to time by the Asset Services Manager or delegate
- Comply with organisational policies and procedures as well as proactively assist with the maintenance of Wintringham and/or Wintringham Housing's Quality Improvement System and to accept responsibilities as defined in the relevant policies and procedures
- Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham's quality systems
- Understanding responsibilities in relation to the role as defined in the relevant policies and procedures
- Practice open communication and proactively participate in problem solving, where issues or areas of disagreement arise

### **Health & Safety Responsibilities**

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004- (Victoria) and the Work Health and Safety Act 2012 (Tasmania)



## **Key Selection Criteria**

### **Skills/Experience:**

#### **Essential**

- Strong computer literacy skills:
  - Developed skills in Microsoft (Professional) Suite
  - Demonstrated experience using a CMMS, ERP or 'Cloud' based computing
- Excellent written and personal communication skills with the ability to liaise, discuss and resolve issues
- Minimum of 5 years' experience in a trade, or maintenance, facilities management backgrade
- Ability to work independently and manage, plan & organise one's own work
- Competent manual skills in various building trades
- Competency to safely use and maintain hand tools, power tools, and garden equipment
- Knowledge of basic building construction methods and building materials
- Physical capacity to perform a wide range of manual tasks
- A commitment to social justice, along with a non-judgemental attitude and ability to liaise with people from varying backgrounds
- Current Tasmanian driver's license
- Satisfactory Police check
- Satisfactory Working with Vulnerable People check with NDIS endorsement.
- Satisfactory Covid health status disclosure

#### **Desirable**

- Solid experience in a similar role
- Understanding of Essential Services maintenance & other Maintenance tasks
- Understanding of "which trade does what"
- Tertiary qualification in another field or discipline
- Knowledge of *Aged Care Act* accreditation regime
- Knowledge of Community Housing regulatory regime

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

**Wintringham is an equal opportunity employer.**

***I have read this position description and understand the requirements and responsibilities of this position as part of my employment with Wintringham.***

EMPLOYEE'S NAME \_\_\_\_\_



SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

