

Position Description

Maintenance Officer

Department/Team: Aged Care

Classification: Support worker

Instrument: Lutheran Services (Qld) Enterprise Agreement

Location: Various

Reports to: Maintenance Supervisor, Hotel Services Manager

Direct Reports: Dependent on Service structure

Effective Date of PD: July 2021

Primary Objective:

To contribute to high quality maintenance and preventative maintenance

Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

- Service Manager;
- Maintenance Supervisor
- Property & Assets Team;
- Service employees;
- Clients and their guardians;
- External vendors/suppliers.

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Maintenance Officer is a **Leader of Self**.

Leader of Self.

- Ensure that personalised client needs are met through effective application and appropriate escalation of client feedback;
- Proactively initiate problem-solving and identify areas for improvement to achieve successful outcomes;
- Build strong relationships with team members and clients to work effectively towards common values and goals;
- Actively engage in coaching and feedback to guide development and stay focused, resilient, and values-driven;

- Work in a simplified and efficient manner to meet service delivery expectations, client needs and organisational objective;
- Act in a consistent and proactive manner that identifies and utilises resources efficiently to deliver high-quality outcomes.

Role Specific Accountabilities:

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Undertake day-to-day operations of the maintenance department in line with schedule of works;
- Undertake projects and building and maintenance works as directed;
- Monitor supplies of chemicals and equipment.
- Ensure equipment is utilised in a responsible and safe manner;
- Undertake other related duties as directed.

Position Requirements:**Essential:**

- Previous experience in commercial maintenance Possess an understanding of the customer focus in maintenance services
- Australian Driver's license (manual)

Desirable:

Relevant Trade Qualifications

All employees must have a current National Police check and will be required to provide proof of working rights.