

Position Description

POSITION DETAILS			
Position Title	Maintenance Officer		
Reports to	Operations Manager (where applicable) or Residential Aged Care Manager		
Business Function	Residential Services	Salary Grade	ARRCS Enterprise Agreement – Aged Care General Employee
Direct Reports	0	Band / Level	Level 4.1-4.4 dependent on skills and experience.
Indirect Report	0	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	Consumers / Residents within our care and their families. ARRCCS Maintenance and Facilities Manager.
External Key Relationships	Third parties providing services to the facility / organisation.

OUR ORGANISATION
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE
The Maintenance Officer is supporting the general upkeep of our Aged Care facilities and ensuring that they are safe, functional and well-maintained. This role is responsible for performing routine maintenance tasks, addressing repair needs, supporting and directing 3 rd party contractors and ad hoc projects.

Position Description

KEY RESPONSIBILITIES

Maintenance Services

- Undertaking daily walkthrough of facility areas ensuring common areas are swept, clean and rubbish is removed to the main disposal areas.
- Perform maintenance and light repairs including Paint and fill gaps or crevices (on walls, footpaths etc.) and undertake light installation or carpentry (e.g. build cabinets).
- Inventory and maintenance including the coordination of serving (via 3rd party when required) and repairs and cleaning and upkeep of power / hand tools, lawn mowers, ladders and other maintenance used items.
- Identify and report the need for major repairs and support trades people on arrival to the facility.
- Oversee and, where applicable, supervise the activities of contractors and tradesperson works. In consultation with the Service Manager, Operations Manager (where applicable) or Facility and Maintenance Manager and arrange for contractor to carry out larger maintenance works when necessary.
- Ensure all malfunctions listed in ARRCs maintenance and repairs system are rectified quickly (preferably within one working day); that the tasks are signed off when completed and any resident recoverable cost is recorded in keeping with the management deadlines. Ensure communication and follow up with residents and appropriate management team.
- Connecting/disconnecting gas cylinder to any domestic BBQ when required.
- Wash and clean all facility vehicles on a regular basis (no less than monthly), including, but not limited to, the bus and pool cars.
- Any other maintenance, ad hoc projects or grounds / gardening tasks as directed by the Service Manager or when applicable Operations Manager within the facility.

Grounds Maintenance

- Perform routine landscaping on the grounds.
- Regularly maintain the grassed area, nature strip, courtyards, and entry areas, around the facility and all grassed areas adjacent to facility buildings
- Water trees and garden beds as required including remove weeds and seasonally spray herbicides where required.
- Safely operate and basic care and maintenance machinery, as required, having considered risk to self and others (Chainsaws, Hedge cutters and other hand tools)
- Routinely manage, maintain and/or repair reticulation and irrigation systems.

Customer Service

- Ensure service level returns positive feedback and consumer satisfaction.
- Establish a positive, supportive, and encouraging line of communication with each Resident & their next of kin where opportunity of interaction occurs.

Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCs policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCs and assume responsibility for the delivery of the system through:
 - Active participation in quality improvement activities.
 - Actively participate in staff meetings

Position Description

- Demonstrated knowledge of the Fire Safety and Evacuation Procedure
- Working knowledge of the ARRCs Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Residential Aged Care Services.
- Exercise due care and economy in the use of ARRCs equipment and supplies.

Personal Accountability

- Compliance with ARRCs's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Essential

- Formal Trade Qualifications or practical work experience, demonstrating basic trade skills.
- Current First Aid Certificate or willing to obtain.
- Manual (NT) C-class Drivers Licence.

Qualifications – Desirable

- Safe handling and operation of Chainsaw equipment course / module.

Experience

- Minimum of 2 years previous experience in building, trade or maintenance.
- Demonstrated knowledge of the understanding of chemical Material Safety Data Sheets (MSDS) and associated safety precautions.
- Knowledge of the appropriate / safe use of chainsaws.
- Demonstrated experience of hand tools, equipment and safety.
- Ability to work under the guidance of Maintenance and Operations Managers
- Proven ability to work well unsupervised and take a proactive but safe approach to the completion of work.

Position Description

- Self-start and strong customer service skills.

Mandatory Requirements

- NDIS Worker Screening Check – Received or lodged prior to commencement.
- Current year Influenza Vaccination.
- National Police Check – Lodged or received within 3-months prior to commencement.

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by the Manager or ARRCS Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.