

# Position Description

| POSITION DETAILS  |                                                                    |              |                                                   |
|-------------------|--------------------------------------------------------------------|--------------|---------------------------------------------------|
| Position Title    | Senior Maintenance Officer                                         |              |                                                   |
| Reports to        | Residential Aged Care Manager / Operations Manager when applicable |              |                                                   |
| Business Function | Residential Services                                               | Salary Grade | Enterprise Agreement – Aged Care General Employee |
| Direct Reports    | 0-10                                                               | Band / Level | Level 5.1-5.4 dependent on skills and experience. |
| Indirect Report   | 0                                                                  | Location     | Northern Territory                                |

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

| OUR ORGANISATION                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| 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, 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. |

| THE ROLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p>The Senior Maintenance Officer is a hands-on role, leading a small team across multiple Residential Aged Care Facilities, responding to daily reactive maintenance tasks and carrying out repairs in a timely and safe manner. The Senior Maintenance Officer is also responsible for overseeing the preventative maintenance program, working closely with our external contractors to ensure the buildings, grounds and equipment assets are in optimal condition.</p> <p>The role requires a proactive attitude with highly developed communication and organisational skills and a genuine interest in working with the elderly. The ideal candidate will be a motivated team player with an experienced trade background and the ability to troubleshoot issues relating to air conditioning, plumbing, electrical, appliances &amp; equipment faults.</p> |

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## KEY RESPONSIBILITIES

### Maintenance Services

- Respond to daily reports of equipment breakdowns or other maintenance issues. Be able to prioritise tasks and carry out necessary repairs.
- Conduct initial troubleshooting/fault finding for all breakdowns before delegating to external contractors if required.
- Oversee the scheduled preventative maintenance program, ensuring that external contractors are completing work in compliance with the scope/time/quality requirements set out in the maintenance contracts.
- Use computer systems (Lee Care) to view/log maintenance tasks and provide up-to-date progress notes on each task.
- Communicate effectively online by using Microsoft Office programs such as Outlook, Excel, Word & Teams + Abode.
- Maintain asset registers by recording asset details, compiling the information online and following asset disposal procedures as required.
- Supporting capital improvements by helping to scope and cost new projects and providing progress reports to the Regional Facilities & Maintenance Manager.
- Provide input on the general condition of assets and contribute towards future budget planning.
- Basic handyman/carpentry duties include, but not limited to, patching and painting walls and ceilings, assembling cabinetry, replacing locksets and fly screen mesh.
- Basic plumbing duties include, but not limited to, replacing taps, shower heads, filters, connecting washing machines, clearing minor drain blockages.
- Manage stock deliveries and storage, maintain an organised maintenance shed.
- Authorise urgent maintenance works and purchase supplies to a maximum value of \$1000.
- Coordinate regular cleaning and scheduled servicing of all fleet vehicles.
- Overnight travel to other ARRCs facilities if required.

### Grounds Maintenance

- Regularly maintain the grassed area, nature strip, courtyards, and entry areas, around the facility and all grassed areas adjacent to facility buildings
- Safely operate and maintain machinery and other plant, as required, having considered risk to self and others (Chainsaws, Hedge cutters and other hand tools)
- Servicing of gardening equipment including ride-on lawn mower, chainsaw, leaf blower etc.
- Appropriate storage of any fuels, oils, chemicals, including an MSDS.

### Customer Service

- Always be respectful and patient when entering or performing work inside a resident's home.
- 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.
- In the absence of the F&M Manager, make informed decisions regarding contractors and stakeholders when required

### 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.

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- 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
  - 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 – Including CPR
- Current unrestricted NT Drivers Licence

### Experience

- Essential - minimum of 3 years previous experience in a trade/building maintenance role.
- Desirable - previous experience in the aged care/healthcare industry.
- Preferred - previous experience in a leadership role.
- Proficient in the use of computers and Microsoft Office applications
- Competent in the use of hand/power tools and light machinery.
- Sound understanding of A/C, plumbing, electrical & fire systems.

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- Ability to reflect on own performance and seek guidance when required.

## **Mandatory Requirements**

- NDIS Worker Screening Check – Lodged or dated prior to commencement
- Influenza Vaccination
- National Police Check – Lodged or received within 3-months of 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 your 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.