

Position Description

POSITION DETAILS

Position Title	Home, Grounds and Maintenance Officer		
Reports to	Home Care Coordinator		
Business Function	Home Care	Salary Grade	ARRCS Enterprise Agreement
Direct Reports	0	Band / Level	Home Care Employee Level 2.1-2.3 pending experience.
Indirect Reports	0	Location	Northern Territory

REPORTING RELATIONSHIPS

Internal Key Relationships	Clients within our care and their families. Residential based Maintenance Team. Workforce Officers and Operations Manager.
External Key Relationships	Third parties providing services to our clients

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 Home, grounds and maintenance officer provides gardening, cleaning, handyman, and maintenance services to ARRCS Home Care clients. Services provided are to assist our clients to maintain their independence, safety, accessibility and health and wellbeing within their home environment. Tasks include, however, not limited to gardening and garden maintenance, home modifications, cleaning duties for example gutter cleaning, fans, windows etc and general handyman work.

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KEY RESPONSIBILITIES

Service Delivery – Grounds, Cleaning and Maintenance

Provide home, grounds, and maintenance services as directed by the client and approved in accordance with the Commonwealth Home Support Program (CHSP).

Duties include:

Lawns and Grounds:

- Lawn Moving.
- Whipper Snipping.
- Weeding and planting.
- Watering of plants.
- Pruning of trees.
- Rubbish gathering and disposing.
- Any other approved grounds maintenance directed by the CHSP.

Maintenance and Cleaning

- Basic maintenance and repairs in the home such as light bulb changing, replacing shower heads, blocked drains.
 - Installation of house modifications working within skill base such as non-slip mats, support rails for bathroom and toilet areas, clearing of large obstacles etc.
 - Minor plumbing, electrical and carpentry repairs.
 - Working-at-height related repairs or cleaning i.e gutters, roofs, windows, ceilings, and smoke alarms.
- Maintain the dignity, integrity, rights, and confidentiality of clients through positive and respectful customer service when in or around their homes.
 - Ensure all duties are performed according to ARRCs Policies and Procedures.
 - Safely operate and maintain machinery and other plant, as required, having considered risk to self and others (Chainsaws, Hedge cutters and other hand tools)
 - Identify and report the need for major repairs if required.

Teamwork and Development

- Works collaboratively within the team and actively participates and engages in team meetings and initiatives.
- Sets personal goals, completes tasks, and meets deadlines ensuring work is achieved within expected timeframes.
- Identifies any communication or workflow issues and makes suggestions for improvement.
- Ensures individual learning is up to date and manages own professional development.

Work, Health and Safety

- 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.

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- Actively participate in staff meetings
- 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 Aged Care legislation.
- Exercise due care and economy in the use of ARRCs equipment and supplies.
- Report any injuries or near misses

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 – Desirable

- A trade qualification
- First Aid Certificate and current CPR.

Experience

- Previous experience working in a gardening or maintenance role.
- Ability to travel to clients homes and provide gardening and maintenance support.
- Ability to travel to clients homes and provide delegated services.
- Able to work outdoors in, at times, extreme weather conditions.
- Commitment to hours rostered.
- Strong communication skills and professionalism when working with the elderly clients.

Mandatory Requirements

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

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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.