

Position Description

POSITION DETAILS			
Position Title	Caretaker		
Reports to	Operations Manager		
Business Function	Residential Services	Contract Term	ARRCS Enterprise Agreement
Direct Reports	0	Classification	SCHADS Level 4.1 – 4.4 dependent on prior experience
Indirect Reports	0	Location	Northern Territory and South Australia

REPORTING RELATIONSHIPS	
Internal Key Relationships	- Consumers / Residents within our care and their families. - ARRCS staff.
External Key Relationships	- Third parties providing services to the facility / organisation. - NT Emergency Services including fire, police and ambulance.

OUR ORGANISATION
Australian Regional and Remote Community Services began in July 2014. ARRCS aspires to improve the quality of life for older people living in regional and remote areas of Australia. We currently provide support to people across the Northern Territory and South Australia through Residential Aged Care and Home Care Services. We take a holistic approach to our work and hold a deep respect for Aboriginal & Torres Strait Islander Cultures and Elders, which remain at the core of all that we do.

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 on-site Caretaker is responsible for the day-to-day upkeep, maintenance, and smooth operation of ARRCS staff accommodation. This hands-on role ensures that buildings, grounds, and equipment are well maintained through regular cleaning, minor repairs, and proactive monitoring of maintenance needs. The Caretaker supports a safe and compliant environment by overseeing preventative and reactive maintenance tasks, managing supplies, and working in partnership with Security, ensuring safety systems are in place for both staff and property. This role works closely with contractors, visitors, and service providers to maintain a high standard of facility operations.

Position Description

KEY RESPONSIBILITIES

Service Delivery

- Complete maintenance requests and minor repairs across ARRCs staff housing.
- Working in partnership with ARRCs Security team, ensure property is secure and regularly review security monitoring systems.
- Oversee access to ARRCs facilities and staff accommodation and identify any risks to both maintenance and security.
- Regular checking and maintenance of buildings essential services including AC, heat, lighting etc and working with external contracts when required for repairs and maintenance.
- Working in accordance with ARRCs Accommodation Policy, notify and conduct room inspections of staff accommodation, ensuring that property is well maintained, clean and looked after.
- Maintain storage stock and re-ordering of cleaning supplies, equipment or other materials required for day-to-day maintenance of accommodation facilities.
- Develop and maintain positive professional relationships with local contractors and supervise external contractors for repairs or works that require outsourced skills or trade qualifications.
- Keep accurate maintenance records, inventory, key matrix and incident reporting always via appropriate systems – Have these records available for management and relevant staff when required.
- Develop and maintain positive, professional care and safety culture amongst the team or residing staff.
- Maintain, issue and retrieve keys via Key Register ensuring only authorised personnel have access.
- Clean and maintain all common areas including kitchens, laundry, corridors and other internal and external public areas.
- Assist with the transportation of items from staff accommodation to and from ARRCs Residential Aged Care facility sites.
- Be available on-call, after hours to support residing staff with emergencies such as power outages, lock outs etc.
- Other ad hoc projects and maintenance support as directed by management.
- Complete required training and onboarding requirements in relation to residing staff and their supporting programs.

Reporting, Administration and Documentation

- Medium to High level of computer administration skills and the ability to pick up software systems efficiently.
- Comfortable in preparing and presenting reporting relating to this role to management when requested.
- Strong skills in the use of mobile phones and apps.

Quality, Safety and Risk Management

- Commitment to ensuring quality services is 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
- 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.

Position Description

- With approval from Site Management, the role will be required to use a company vehicle from time to time. Ensure safety protocols and road regulations are adhered to.
- Be aware and comply with all Standards and Guidelines for 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.
- Complete the required Online Training related to PALM Cultural Awareness as directed by PALM Lead upon commencement and maintain as required.
- 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

- Current First Aid Certificate (dated within 3-years).
- Manual C-Class Drivers Licence

Qualifications – Desirable

- Formal trade qualification.
- Current Security Licence.

Experience

- Experience performing minor building repairs (basic plumbing, carpentry, painting, fixtures etc)
- Familiarity with management of building utilities including lighting, heat and water systems.
- Prior experience in the management and maintenance of shared living spaces and amenities.
- Prior experience in management of accommodation, and general support with staff residents.
- Ability to identify and report issues and recording and logging appropriately.

Position Description

- Prior experience in maintaining logs, incident reports, and compliance documentation.
- Clear, professional communication skills with both residents, staff, management and external contractors.
- Ability to work independently and proactively identify issues before they arise.
- Comfortable to work in an aged care environment and interaction with our elderly residents.

Mandatory Requirements

- NDIS Worker Screening Check lodged or received prior to commencement.
- Current Influenza Vaccination.
- National Police Check – Dated within 3 months of commencement date.
- NT Drivers Licence.

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 the ARRCS Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.