

Position Title	Mobile Gardener/ Maintenance Coordinator
Location	Community Client Homes/ Aged Care Facilities
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Reports to	Manager, Community Services

Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices, and policies of Bene. Key responsibilities include:

- Provide timely and quality mobile gardening and maintenance services to both Home Care clients and Residential Aged Care properties. This requires applying all-round gardening/handyperson skills with attention to detail and thoughtfulness to client needs.
- Specific tasks include:
 - Mowing, spraying, pruning, emptying bins, weed control, leaf raking, and general maintenance throughout metropolitan Adelaide, including at our four Aged Care Facilities located in:
Woodville
Campbelltown
St Agnes
Hahndorf
- A tool-of-trade vehicle, mobile phone, and tools will be provided.
- Respond promptly to maintenance requests and emergencies to minimize disruptions and ensure resident/client satisfaction.
- Ensure a safe working environment for everyone.
- Undertake basic home modifications and maintenance within your scope of knowledge.
- Take on physically demanding tasks related to this type of work.
- Perform tasks related to maintenance as directed.
- Document tasks performed in a satisfactory manner as required.

Key Communications

Internal Contacts

- Maintenance Manager
- Rostering Coordination Team
- Case Management Team
- Service Delivery Team
- Manager Bene Casa and Bene Vita
- Residential Site Managers
- Clients / residents and families

External Contacts

Suppliers and external subcontractors

Key Performance Areas

1. Personal & Professional Development
2. Customer Service
3. Administration & Documentation

4. Technical Skills and Application
5. Teamwork & Communication
6. Continuous Improvement
7. Work Health & Safety & Injury Prevention

Key Performance Area	Expected Performance Outcomes
1. Personal & Professional Development	<ul style="list-style-type: none"> Continually develop both personally and professionally to meet the changing needs of your position and the industry. Attend all training sessions provided by the organization and participate in other required training and development.
2. Customer Service	<ul style="list-style-type: none"> Act in a professional manner at all times. Provide prompt and courteous service to all residents. Maintain confidentiality regarding the organization, residents, clients, and staff. Treat all employees of Bene and residents with respect and equality. Ensure dress and personal presentation reflect the organization's standards.
3. Administration & Documentation	<p>Ensure documentation is accurate, completed, and stored professionally and in a timely manner in line with Bene's quality systems and relevant standards/legislation.</p>
4. Technical Skills and Application	<ul style="list-style-type: none"> Provide maintenance and gardening services as part of a team. Participate in team meetings. Complete maintenance requests on a priority basis. Assist with site audits and inspections as required. Comply with legislation and Bene policies and procedures regarding Work Health Safety and Welfare and injury prevention.
5. Teamwork & Communication	<ul style="list-style-type: none"> Work consistently in a positive manner within a team to achieve shared goals. Work harmoniously with other team members to achieve service delivery excellence. Resolve workplace conflict professionally and through the correct organizational processes. Seek feedback from residents/clients regarding the quality of service. Seek feedback from colleagues on your performance.
6. Continuous Improvement	<ul style="list-style-type: none"> Participate and contribute to quality improvement initiatives and organizational activities to meet accreditation standards. Contribute to work health, safety, and welfare activities to ensure a safe work environment for residents, their families, staff, volunteers, and visitors. Identify areas for improvement within the scope of your position. Seek feedback from residents, clients, their families, and other staff to improve service delivery.
7. Work Health & Safety & Injury Prevention	<ul style="list-style-type: none"> Adhere to work health, safety, and welfare policies and procedures to ensure your safety and that of others in the workplace. Comply with policies and participate in training programs. Identify and report any workplace health and safety issues, making recommendations for improvement. Ensure legislative and organizational requirements are met, and risk management responsibilities are fulfilled.

Work Health Safety

You are responsible for:

- Maintaining a safe work environment in line with Bene's WHS policies and procedures.
- Assisting in the ongoing maintenance of a safe workplace through involvement in the implementation of safe systems of work.
- Participating in mandatory WHS training.
- Identifying and reporting hazards in the workplace.

Privacy and Confidentiality

Responsible for:

- Adhering to Bene's Privacy of Information Policy.
- Maintaining confidentiality concerning residents, clients, volunteers, and staff.
- Ensuring that any "Confidential Information" obtained during employment with Bene is kept confidential, including Bene's:
 - Business or operational interests
 - Financial information
 - Other information designated as confidential

ESSENTIAL CRITERIA**Qualifications / Experience / Personal Attributes**

- Evidence of the right to work in Australia.
- Current National Police Clearance.
- Driver's License.

DESIRABLE CRITERIA**Qualifications / Experience / Personal Attributes**

- Previous experience in an Aged Care Environment
- Test & Tag Certificate
- Ability to speak Italian.

Acknowledgement

This position description is designed to indicate the general nature and level of work performed by employees within this classification. It is not intended to be an exhaustive list of duties, responsibilities, or qualifications required of employees assigned to the role.

Employee

Name: _____ Designation: _____

Signature: _____ Date: ____/____/____

Direct Manager/Supervisor

Name: _____ Designation: _____

Signature: _____ Date: ____/____/____