

Position Title: Maintenance Operative

Position Summary:

This position is responsible for:

- providing a quality preventative and reactive maintenance service to the Village; the assets, buildings, furnishings and equipment;
- providing a home handyman service to allocated areas of the village;
- assisting with the relocation of furniture and equipment in both independent living and residential care facilities as required.

Dependant on the requirements of each Village this position may also have responsibility for:

- the care and enhancement of outdoor and indoor furnishings, equipment and grounds;
- planned gardening; and
- the grounds and garden maintenance programmes.

Key Accountabilities	Measure
As allocated and instructed: Planned & Preventative Maintenance • Participate in monthly inspections and identify issues requiring attention. • Co-ordinate property-related projects. • Attend to requests that do not require a contractor. Reactive Maintenance • Escalate any issues or concerns to management. • Attend to maintenance requests in accordance with their priority. • Maintain a schedule of reported/identified reactive maintenance works and ensure timely resolution.	• Reactive maintenance is minimised • Health & Safety matters are attended to with priority • A safe, timely and professional manner is observed • Clear documentation and records available for review • Work is completed in a timely manner and meets requirements
Handyman Service • Provide “home handyman” service to allocated areas of the Village as required. • Maintain a schedule of reported/identified handyman work requests, recording action taken from start to completion.	• Clear documentation and records available for review • Resident satisfaction and surveys
Waste Collections • Maintain hazard-free grounds; through collection and disposal of organics/garden waste. • Ensure hospital medical waste, rubbish and recyclables are moved to a central location for collection.	• Environment is hazard-free • Collections are regular and in accordance with schedule
Relocations As requested by management: • Move residents’ furniture and belongings to new locations and assist with room set up; • Assist with movement of other furniture and specialist equipment; • Set up equipment for special functions/events.	• Resident satisfaction • All care is taken and damage is minimal • Co-operation evident and observed

Relieve Maintenance Supervisor during absence • Ensure all maintenance needs continue to be met. • As requested by management provide onsite point of contact for any contractors and suppliers, ie ensure - they receive relevant information; - are provided with appropriate access and induction; - sign in/out and observe H&S protocol; - maintain performance and quality standards; • Report any concerns to management and feedback upon completion if required.	• Co-operation observed. • Contractors are monitored and standards met
Miscellaneous Handyman/Maintenance Duties Undertake miscellaneous duties as allocated. These may include, but are not limited to: • Test water temperatures in residential care facilities on a monthly basis; • Maintain workshop and service equipment in clean, tidy and safe working order; • Assist with cleaning (internal or external) in emergency situations only; • Make recommendations to management on purchase of maintenance items for stock (inclusive of maintaining inventory of stock); • Ensure Selwyn vehicles have current WOF, registration, RUC's and are routinely serviced; • Drive company vehicles and/or transport residents as may be required on occasion.	• Safe temperature levels are maintained • Management observations • Co-operation observed • Stock levels maintained • Vehicles remain compliant with legal requirements
Communication and Reporting • Document and report any incidents or damage in line with standard operating procedures. • Liaise with contractors, as required and authorised. • Liaise with management to ensure all work requests have been authorised. • Make recommendations to replace/upgrade items of equipment as required.	• Evidence of accurate reporting • Management observations

Dependant upon Village requirements and when instructed by management, this position may have responsibility for any, or all, of the following **grounds and gardening** accountabilities:

Grounds Maintenance • Mow lawns and trim edges. • Maintain hazard-free grounds, eg through spraying of moss and waterblasting of pathways and hard surfaces. • Regularly clean all building exteriors and keep footpaths, roadways, drains, kerbs and channels clear of debris. • Refer specialised outdoor projects and major works to manager for approval to sub-contract if necessary.	• As observed, environment and exteriors are hazard-free, tidy and visually appealing • Safety is maintained as evidenced through incident reports and records
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Gardening - Keep gardens tidy and hazard-free, eg through pruning, weeding and removal of garden waste. - Maintain an ongoing programme for seasonal planting as discussed with and approved by the village manager. - Prepare and plant new gardens and/or trees and shrubs as authorised.	As observed, gardens are hazard-free, visually appealing and well maintained year round
Miscellaneous Grounds Duties - Relocate outdoor garden furniture, plants and pots (belonging to residents and/or the facility); - Purchase supplies as authorised, ensuring all expenditure is maintained within budget limitations set by the village manager; - Maintain tools and equipment in clean and safe working order.	- Feedback received and co-operation observed - Level of expenditure - Condition of tools and equipment

General Accountabilities	Measure
Culture - Ensure good relationships are maintained with management, residents and staff. - Demonstrate behaviour and communication style that reflects commitment and knowledge of the Selwyn Foundation Group's mission, values and goals. - Understand and comply with the protocol for entering residents' units.	- The Selwyn Way is reflected through actions and behaviour. - Feedback from peers, managers and customers
Personal Care & Development - Maintain an acceptable standard of personal presentation as appropriate for the role. - Take responsibility for own professional growth and development and maintain a working knowledge of all relevant operational matters. - Maintain a thorough working knowledge of software programmes pertaining to this position. - Attend any scheduled training sessions as required for this position.	- Initiative observed with regards to professional development. - Up-to-date knowledge is evident through daily performance. - Attendance at scheduled training sessions is documented.
Compliance & Quality Improvement - Ensure familiarity and compliance with Foundation policies, standard operating procedures (SOP's) and best practice. - Maintain the confidentiality of residents, clients, staff and the business of the Selwyn Foundation Group at all times. - Implement the quality management system including a focus on continual improvement and achieving workplace objectives. - Participate in the internal audit programme relevant to the area of work.	- Incident reporting. - Feedback from peers, managers and customers. - Audit and accreditation results.

Health & Safety Personal Health and Safety • Take care - do nothing in your work that will expose you or others to harm. • Knowledge is power - know and follow the health and safety policies and procedures Selwyn has put in place to control risks in your workplace. • Be aware - of and speak up and do something about things you see that could cause harm – waiting until someone is hurt is not how we want to do things at Selwyn. • Turn up for work fit for work – with adequate rest, free or infection and free of any substance that could impair your judgment. Health and Safety procedures • Always follow the safe work procedures, guidelines, instructions and standards associated with your role. Don't take shortcuts. • Advise your manager of any near miss or incident involving actual or potential harm to yourself, a colleague, resident or visitor • If you see an unsafe situation or any other hazard, report it.	• Proactive support of Health & Safety in daily actions • Incidents are reported • Hazards and risks are managed
Other • Undertake other relevant duties as required by your Manager, following consultation with you. • On-call – May be required after hours in emergencies only. • Assist in Emergency/Crisis Management events.	As observed and reported.

Qualifications and Experience:
• Maintain a current driver's licence • Maintain a First Aid Certificate

Core Competencies: At all times, employees will respect and promote the organisation's values of faith, independence, care and wellness (The Selwyn Way). This will be reflected in each of these competencies through employees' actions and behaviours.	
Customer Focus	Makes clients and their needs a primary focus of one's actions; developing and sustaining productive relationships and demonstrating a clear concern for the health, safety and wellbeing of others.
Physical Fitness	The necessary levels of strength, stamina, agility and knowledge of safe work practices, eg lifting, carrying, etc. The physical health and fitness necessary to be productive and work efficiently in the role.

Initiative	Shows good judgement with ability to understand various situations and attend to the work in the most effective and productive manner. Contributes ideas and knowledge and strives to exceed expectations.
Managing own workload	Demonstrates an understanding of the work required. Takes responsibility for own performance, timekeeping and outcomes, adjusting priorities appropriately and planning for contingencies. Complies with standard operating procedures and quality measures.
Composure	Is reliable, remains calm under pressure, is tolerant of people throughout the day. Understands the need to follow processes and matters of compliance and does not become defensive or irritated nor show frustration.
Communication	Presents a confident and clear style that is friendly, polite and appropriate. Ensures understanding, demonstrates empathy with residents, respects confidentiality and listens well.
Teamwork	Works co-operatively to achieve the village team's common goals. Accepts instruction and advice from managers, supports others and offers assistance as appropriate.
Accommodating Change	Supports different and innovative approaches introduced to improve the organisation's effectiveness, showing willingness to modify current practices when required. Remains open to ideas offered by others.

Functional Relationships:	
<u>Internal</u> Residents Management Visitors Colleagues and other staff Volunteers	<u>External</u> Contractors Suppliers

Acknowledgement:	
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Job Holder Name	Manager's Name
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Job Holder Signature	Manager's Signature
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Date	Date