

Department:	Maintenance
Position Title:	Maintenance Officer
Classification:	As per contract
Hours of Work:	As per contract

1. Position Overview

The Maintenance Officer assists in the general day to day maintenance of Echuca Community for the Aged' 92 bed facility and Independent Living Units.

2. Key Selection Criteria

- Previous experience in maintenance desirable
- Ability to accept direction and to work without immediate supervision
- Ability to work within a "team" framework to create a pleasant homely environment that is clean and safe for both residents and staff, at all times, within all of our facilities
- Demonstrated reliability and enthusiasm for role
- Basic computer skills and knowledge of Microsoft Suite
- Good physical health
- Be part of the on-call after hours rotating roster

3. Key Duties and Responsibilities

- Carry out maintenance work in and around facilities and residential homes as required.
- Dispose of any rubbish as required.
- Ensure safe storage and handling of dangerous fuel/chemicals and equipment.
- Demonstrate awareness of and adherence to safety requirements in work techniques – especially in regard to manual handling.
- Attend any in-service/education program that may be organized from time to time.
- Undertake further duties as required by Maintenance Supervisor or CEO.
- Ensure that unsafe conditions are reported to the appropriate personnel immediately.
- Document work to be carried out as required.

4. Statement of Key Performance Indicators

Demonstrates a satisfactory knowledge base for safety practice

- To carry out duties safely and accurately
- To be able to give sound reasons for performing procedures when questioned
- To ensure that when appropriate work delivered is in accordance with Australian Standards
- Maintains a safe and clean work environment demonstrating a high regard for and adherence to Health, Safety and Risk standards.

Accountability for work practices

- Accepts full responsibility for own actions and omissions
- Provides support for experienced staff
- Exercises care and economy in the use of supplies and equipment
- Carries out any other duty within the scope of the position as required by the CEO/Maintenance Supervisor

Conducts practices in a way that can be ethically justified

- Strict confidentiality is maintained at all times – discussions regarding residents are only carried out with the relevant members of the health care team, and these discussions are only carried out in locations not open to the general public
- Ensure resident complaints/compliments are reported through the critical care system
- Accepts residents regardless of race, culture, religion, gender, age, sexual preference, physical or mental status
- Respects and identifies the rights of residents, families and visitors
- Responds appropriately to instances of unprofessional conduct from any member of the health care team

Recognises own abilities and level of professional competence

- Feedback is obtained by participation in formal performance appraisals with the Maintenance Supervisor
- Participates in and provides in-service sessions when required
- Has awareness of all applicable Policy and Procedures
- Works towards achieving the required skills for the position

Recognises the value of research in contributing to developments in improved standards of care

- Actively participates in the Quality Improvement program at all Echuca Community for the Aged facilities
- Outcomes from Quality Improvement activities are incorporated into maintenance/gardening practices and regularly reviewed
- Encourages, assists and supports the Q.I. projects of others
- Constantly seeks to improve the efficiency of everyday practice

Maintains a physical environment which promotes safety, security and optimal health

- Performs duties in a manner which prevents injury to self, residents, staff and the public
- Promotes homelike atmosphere for residents
- Reports any faults, damage or breakages in equipment, building etc

Acts to enhance the dignity and integrity of individuals and groups

- Is sensitive and respects the individual needs of residents
- Provides resident services in a manner which does not compromise the dignity or integrity of the resident/s

Communicates effectively and documents relevant information

- Communicates clearly with staff, residents and other members of the health care team, through written and verbal methods
- Required documentation is completed in a clear, concise and legible manner

Works with the health care team

- Establish and maintain an effective and co-operative working relationship with colleagues in the health care team

- Supports and works towards maintaining a supportive team environment
- Attends regular staff or other scheduled or compulsory meetings

Demonstrates professional qualities

- Portrays themselves in a professional manner and promotes a positive image of not only themselves but also Echuca Community for the Aged
- Displays an awareness of the organisations' role in the community

Demonstrates skills relevant to the maintenance/gardening area

- Demonstrates an awareness of budgetary restraints and assists with keeping within these limits
- Achieves the key competencies of safe practice

5. Performance Standards & Review

An initial Performance Review is undertaken with the Maintenance Supervisor six months after commencement of employment and then annually thereafter.

The objective is to determine capacity to meet the demands of the role; where additional skills or training may be required and what level of job satisfaction is being obtained. The Performance Review is based directly on the Key Performance Indicators, the policies of the organisation and the rules and procedures practised in this facility.

Work Health and Safety – Job Demands Checklist

Job Demands Frequency Key
I = Infrequent - intermittent activity exists for a short time on a very infrequent basis
O = Occasional - activity exists up to 1/3 of the time when performing the job
F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant - activity exists for more than 2/3 or the time when performing the job
R = Repetitive - activity involved repetitive movements
N = Not Applicable - activity is not required to perform the job
Any entries not assigned a value will be automatically set to "N"

Environmental Demands – Description	Frequency					
	I	O	F	C	R	N
Gases – Working with explosive or flammable gases requiring precautionary measures	☒	☐	☐	☐	☐	☐
Fumes – Exposure to noxious or toxic fumes	☒	☐	☐	☐	☐	☐

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Liquid – Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	☒	☐	☐	☐	☐	☐
Noise – Environmental / background noises require people raise their voice to be heard	☒	☐	☐	☐	☐	☐
Inadequate lighting – risk of trips, falls or eyestrain	☒	☐	☐	☐	☐	☐
Extreme temperatures – Environmental temps are less than 15C or more than 35C	☐	☒	☐	☐	☐	☐
Confined spaces – areas where only one egress (escape route) exists	☐	☒	☐	☐	☐	☐
Slippery or Uneven Surfaces – Greasy or wet floor surfaces, ramps, uneven ground	☐	☐	☒	☐	☐	☐
Housekeeping – Obstructions to walkways and work areas cause trips and falls	☐	☐	☒	☐	☐	☐
Working at Heights – Ladders / Stepladders / Scaffolding required to perform tasks	☐	☐	☐	☒	☐	☐

Physical Demands – Description	Frequency					
	I	O	F	C	R	N
Sitting - remaining in a seated position to perform tasks.	☐	☐	☒	☐	☐	☐
Standing - remaining standing without moving about to perform tasks.	☐	☐	☐	☐	☒	☐
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes.	☐	☐	☐	☐	☒	☐
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes.	☒	☐	☐	☐	☐	☐
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks.	☐	☐	☐	☐	☒	☐
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks.	☐	☐	☐	☐	☒	☐
Kneeling - remaining in a kneeling posture to perform tasks.	☐	☐	☒	☐	☐	☐
Squatting/Crouching - Adopting a squatting or crouching posture to perform tasks.	☐	☐	☒	☐	☐	☐
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, and steps.	☐	☐	☒	☐	☐	☐

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Lifting/Carrying - Light lifting & carrying - 0 - 9 kg.	☐	☐	☐	☒	☐	☐
Lifting/Carrying - Moderate lifting & carrying - 10 - 15 kg.	☐	☐	☐	☒	☐	☐
Lifting /Carrying - Heavy lifting & carrying - 16kg & above.	☐	☐	☒	☐	☐	☐
Reaching - Arms fully extended forward or elevating above shoulder.	☐	☐	☐	☒	☐	☐
Pushing/Pulling/Restraining - Using force to hold or move objects to or from the body	☐	☐	☐	☒	☐	☐
Head/Neck Postures - Holding head in a position other than neutral (facing forward).	☐	☐	☐	☒	☐	☐
Hand & Arm Movements - Repetitive movements of hands and arms.	☐	☐	☐	☒	☐	☐
Grasping/Fine Manipulation - Gripping, holding, clasping with fingers or hands.	☐	☐	☐	☒	☐	☐

Psycho-Social Demands - Description	Frequency					
	I	O	F	C	R	N
Distressed people	☐	☐	☒	☐	☐	☐
Aggressive, Uncooperative and/or Unpredictable People – e.g. drugs / alcohol, dementia, mental illness	☐	☒	☐	☐	☐	☐
Restraining – involvement in physical containment of patients / clients	☒	☐	☐	☐	☐	☐

Sensory Demands - Description	Frequency					
	I	O	F	C	R	N
Sight - Use of sight is an integral part of work performance	☐	☐	☐	☐	☒	☐
Hearing - Use of hearing is an integral part of work performance e.g. phone enquiries.	☐	☐	☐	☐	☒	☐
Smell - Use of smell is an integral part of work performance	☐	☐	☐	☒	☐	☐
Taste - Use of taste is an integral part of work performance	☒	☐	☐	☐	☐	☐
Touch - Use of touch is an integral part of work performance (typing)	☐	☐	☐	☐	☒	☐

Employee's Name:

Employee's Signature:

Date: