

Job Description and Selection Criteria

Maintenance Coordinator

VISION

To enrich the lives of everyone in our community.

PURPOSE

To provide a caring community where every person feels safe and has the freedom and choice to live the life they desire.

R

RELIABLE

We are dependable, trustworthy and can be relied upon.

E

ENTHUSIASTIC

We always try to do the best that we are able, and that we are happy and proud of our efforts.

S

SUPPORTIVE

We will always help, encourage and support a resident or colleague that is in need.

P

PROFESSIONAL

We maintain a high level of professionalism and integrity when dealing with all persons.

E

ETHICAL

All our decisions and actions are based on fairness and honesty.

C

COMPASSIONATE

Courtesy and kindness are extended to each person in every circumstance.

T

TEAM

We are all working towards the same goal, and we are all part of the same team.

<p>Location Bentley Park</p>	<p>Reporting To Facilities, Assets and Capital Works Operations Manager</p>
<p>Direct Reports Maintenance Officers Maintenance Technician</p>	<p>Award / Agreement Individual Contract</p>
<p>Normal Hours As rostered</p>	

Position Objective

The Maintenance Coordinator ensures efficient maintenance operations by overseeing the team to deliver quality and timely services. This role drives continuous improvement, supports staff development, maintains accurate documentation, and ensures the reliability of all facilities and equipment. Additionally, the Maintenance Coordinator manages emergency responses, coordinates with contractors, and contributes to budget planning to align with the organisation's operational goals.

Responsibilities

- Regularly reviews and triages work requests, ensuring efficient allocation, prompt action and reallocation based on priority.
- Be a point of contact for the maintenance team, liaising with customers to provide timely updates as required.
- Regularly audits and reports on compliance items such as routine maintenance and servicing as required under various legislation, ensuring adherence to all relevant standards.
- Regularly audit and review maintenance team work to ensure quality and safety is maintained.
- Oversees the maintenance team to ensure they are correctly using and keeping up to date all documentation related to maintenance operations.
- Ensures continuous improvement and innovation within the maintenance department.
- Demonstrates an ability and willingness to manage and initiate change, providing leadership as appropriate.
- Build a positive customer focused culture that supports the team and the organisation as a whole.
- Facilitates professional development of Maintenance Staff.
- Creates and maintains duty statements, and policies and procedures for whole of Maintenance.
- Ensures adequate leave coverage and overtime practices are in place for the Maintenance Team, ensuring efficient operations.
- Develops and maintains systems and processes to achieve the highest standard of services.
- Maintains effective communication systems between Maintenance staff and other departments.
- Utilising best practice, manufacturer recommendations or Australian Standards, ensure the reliability and maintenance of all plant and equipment, fixtures, and fittings.
- Ensures parts and supplies required for effective maintenance operations are ordered and on hand as required.
- Coordinates emergency/after-hours maintenance work, ensuring prompt and effective response to incidents.
- Ensures a risk-based approach to maintenance work is undertaken prior to commencement.
- Chairs regular maintenance staff meetings with documented minutes and action plans.
- Undertakes daily stand-up meetings with the team to ensure issues are prioritised and discussed.
- Ensures that contractors coming on site have appropriate qualifications and licenses and are orientated to work area, especially in Work Health Safety.
- Ensures housekeeping of maintenance areas is regularly undertaken and audited to maintain a safe workplace.
- Assist and support the Maintenance Team with tasks as required to ensure they are completed on time or as scheduled
- Participate in budget development and regular meetings with the Facilities, Assets and Capital Works Operations Manager.

Personal Development

- Maintains and develops professional knowledge and skills related to position.
- Actively participates in professional associations and SwanCare Group committees as requested.
- Sets goals for personal and professional growth and revises them annually.

Corporate Values

- Actively promotes & develops the corporate values of the organisation.
- Acts in accordance with all relevant legislation, policies, principles, and procedures
- Participates in processes to monitor customer satisfaction throughout services delivered by the role

Work Health and Safety

- Accepts responsibility for own occupational health and safety requirements.
- Attends all mandatory education
- Utilises Universal Precautions at all times.
- Reports all hazards, accidents and incidents and completes the appropriate forms.
- Identifies and reports any practice / equipment which may reduce safety for staff or residents.
- Works in a safe manner, considering own safety and that of other staff members, residents, and visitors to SwanCare Group.
- Ensures equipment that is broken and may present an injury risk to staff and residents is removed from the work area and a request is submitted to the appropriate Manager.
- Conducts safety audits when requested to do so.

Other

Other tasks may be assigned from time to time to meet the needs of the organisation and/or to assist with the employee's development.

Performance of all tasks to the required standard is essential to maintain the contribution of this position to SwanCare Group standards and the effectiveness of operations.

Selection Criteria – Maintenance Coordinator

Essential

- 3+ years in a similar role leading a team.
- Demonstrated ability to work effectively and collaboratively in a team as well as independently.
- Effective supervision, leadership, problem-solving skills and a critical eye for detail.
- Ability to understand and navigate software systems and mobile devices
- Demonstrated time management, effective communication (verbal and written) and interpersonal skills, including report writing
- Strong communicator and able collaborator
- National Police clearance.

Desirable

- Trade qualification
- MR heavy vehicle licence

SIGNED as an agreement.

Employee

Date: _____

Manager

Date: _____

People & Culture

Date: _____

