

# Job Description and Selection Criteria

Maintenance Officer

## 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

RESILIENT

We have the strength to overcome challenges, learn from failures, and persist with hope and determination

E

ETHICAL

We act with fairness, integrity, and honesty, by acknowledging mistakes, respecting boundaries, and treating others with empathy.

S

SAFE

We uphold a SwanSafe way of working to ensure we provide an environment free of harm for everyone.

P

PROFESSIONAL

We interact with respect, dependability, and punctuality, ensuring clear communication, fairness and trust.

E

EMPOWERED

With ongoing support, training, and education, we grow into the best versions of ourselves.

C

COMPASSIONATE

We demonstrate courtesy, kindness, and understanding to everyone, consistently applying a person-centered approach in all that we do.

T

TRANSPARENT

Our collaborative approach fosters a workplace committed to being open, honest and approachable.

**Location**

Bentley Park

**Reporting To**

Maintenance Coordinator

**Direct Reports**

Nil

**Award / Agreement**

Aged Care Award 2010

**Normal Hours** - 0730 – 1600 (80 hours per fortnight)

**On-Call** - This position is required to be on-call at least one week per five to six weeks, however this is dependent on team leave and swapping between team members. An on-call allowance is payable as per the on-call procedure.

## Position Objective

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To maintain buildings and physical assets and carry out routine maintenance tasks within the independent living units in the village and the Care Facilities at Bentley Park.

## Responsibilities

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Generally, the maintenance officers are assigned and responsible to a particular area within SwanCare to ensure continuity of the workflow for each assigned area. However, Maintenance officers may be rotated through the different areas to assist in maintaining currency of general knowledge of each area within the scope of the department.

Maintenance officers are responsible for:

- Provision of general maintenance or to assist other maintenance staff in the execution of maintenance requests. Such tasks may include, but are not limited to:
  - Hanging of curtains and blinds
  - Moving furniture
  - Hanging pictures
  - Setting up, packing down and storage of chairs, tables, trestles and decorations for meetings, functions
  - and entertainment activities for residents
  - General maintenance duties
  - Cleaning and maintenance of plant, buildings and other equipment including regular testing and planned maintenance schedules.
- Liaise and assist external contractors as required to facilitate repairs and/or maintenance tasks.
- Assist the maintenance team in the positioning of waste receptacles, when necessary, at least on a weekly basis.
- Review daily assigned work requests on the electronic work request system, updating, and closing at each interval and providing reports as requested to the Maintenance Supervisor.
- Follow up on all requests ensuring all open requests are actioned within a predetermined timeframe and updated daily to reflect their status. Where required, contact the requester to notify of any delays in closing the request. Close requests immediately following completion.
- Assist in the development of preventative maintenance programs for SwanCare assets.
- Perform all maintenance tasks as per approved maintenance programs within SwanCare facilities. This may include, but is not limited to:
  - Duress alarms
  - Trolleys
  - Wheelchairs
  - Exhaust fans
  - Fire exit alarms
  - Bed rails
- Performs works that may include replacement of hinges, locks, fly-wires, washers, toilets and like items.

## Personal Development

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- 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

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- 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

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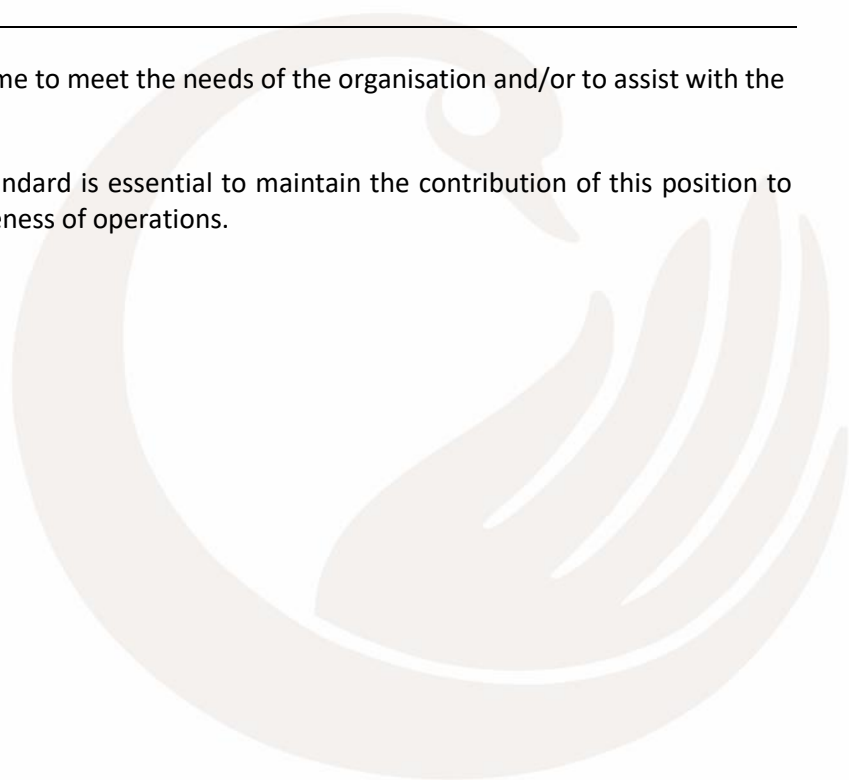
- Accepts responsibility for own occupational health and safety requirements.
- Attends all mandatory education
- Utilises Universal Precautions at all times.
- Reports all hazards, accidents and incidents and completes the appropriate forms.
- Identifies and reports any practice / equipment which may 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

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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 Officer

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### Essential Criteria

- Demonstrated commitment to customer service.
- A high level of written and verbal communication, numeracy, and analytical skills
- Highly developed organisational skills including ability to manage time well and identify priority tasks.
- Competent in the use of hand/power and machinery tools and good knowledge of common maintenance / handyman tasks.
- Comprehensive knowledge of building and maintenance materials, resources, and equipment.
- Demonstrated problem-solving skills.
- Knowledge of OSH safe practices and regulations.
- Current Western Australian “C” class drivers’ licence.
- National Police Certificate
- Ability to work autonomously, be a self-starter and work well as part of a team.
- Flexibility and adaptability in a changing work environment
- Unlimited work rights within Australia

### Desirable Criteria

- MR Drivers Licence
- Experience in an Aged Care environment

**SIGNED** as an agreement.

_____	Date: _____
<b>Employee</b>	
_____	Date: _____
<b>Manager</b>	
_____	Date: _____
<b>People &amp; Culture</b>	

