

## Position Description – Maintenance Operator (Aged Care Division)

### Core Detail

<b>Title</b>	Maintenance Operator (Aged Care Division)
<b>Role</b>	The Maintenance Operator maintains the aged care residence buildings, plant & equipment and other structures to the highest standards of repair, presentation and hygiene.
<b>Purpose</b>	<p>The Maintenance Operator will be responsible for the overall maintenance standards required at the facility, and particularly for matters relating to:</p> <ul style="list-style-type: none"> <li>• Meeting agreed deadlines.</li> <li>• Quality of workmanship.</li> <li>• Efficient and effective completion of work tasks.</li> <li>• Ensure reliable, ongoing operation of plant and equipment and maintenance of buildings.</li> <li>• Ensuring a safe workplace in accordance with the Workplace Health &amp; Safety Act.</li> </ul>

### Position Parameters

<b>Employment</b>	Full time, part time, casual
<b>Reporting to</b>	Facility Manager
<b>Location</b>	TriCare Aged Care Residences

### Detailed Description of the Position

<b>Main Duties</b>	<ul style="list-style-type: none"> <li>• Check the Maintenance Day Book regularly, prioritise tasks according to importance taking into account issues such as safety, general maintenance, improvements, resident or facility user impact. All tasks to be signed off and dated in the Maintenance Day Book when completed. Completion of all maintenance tasks includes clean-up of work areas.</li> <li>• Advise Facility Manager, Clinical Manager or Maintenance Supervisor as appropriate on any matters arising out of the Maintenance Day Book that are considered to be of a serious nature or may adversely affect any resident or facility user.</li> <li>• Undertake planned maintenance tasks as per the specified timeframes and ensure accurate records are maintained.</li> </ul>
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- Ensure that the facility is presentable at all times and undertake tasks such as, but not limited to: patching and painting, waste removal and maintenance cleaning (e.g. removal of leaf matter from drains and gutters).
- Ensure that all maintainable assets are appropriately numbered and that any maintenance undertaken, including a description of the work undertaken, on all assets, is recorded within a central system.
- Complete audits to resident rooms, internal, common and external areas, and provide comprehensive Audit Summary Sheets that will assist in the compilation of the yearly Maintenance Budget. Undertake audits to resident rooms on the vacancy of a resident.
- Assist the Asset Maintenance Department in undertaking asset condition audits as requested from time to time.
- Supervise all work undertaken by outside contractors including clean-up of work area and report to the Facility Manager, Clinical Manager or Maintenance Supervisor as appropriate on any matters which are not to the specified standard and quality.
- Ensure all plant and equipment is operating efficiently and safely and that specified service checks are completed on schedule. All details to be noted in the relevant recording system. Check with Facility Manager regarding any necessary recording of asset numbers.
- Comply with requirements of Record of Attendance/Purchase Order system.
- Liaise with Asset Maintenance Department and Facility Manager to plan for any project such as construction or repair activities that would produce intensive noise and disruption, and cause discomfort to residents (e.g. jack hammering).
- Maintain an accurate inventory of work tools at all times and replace any that are not in good working order and condition.
- Maintain the workshop in neat and orderly condition at all times and ensure adequate stocks of regularly used materials, components and spare parts. Provide secure, easily identified storage and protect fragile items from damage.
- Report or rectify any potentially hazardous situation, in accordance with Workplace Health and safety Training Standards.
- Assist the Facility Manager or Clinical Manager as required in relocation of resident beds and furniture.
- Provide relief support to other TriCare locations as directed by the Facility Manager, Maintenance Supervisor or Property Asset Manager.

	<ul style="list-style-type: none"> <li>• Submit Request for Work Assistance Forms for work required outside of capabilities and/or authorisation to Facility Manager to the Asset Maintenance Department.</li> <li>• Comply with the requirements of the Maintenance Technical Reference Books.</li> <li>• Maintain accurate plans of all essential services such as water, drainage, gas, electrical, fire, and accurately document alterations.</li> <li>• Carry out other tasks as directed by the Facility Manager, Maintenance Supervisor or Property Asset Manager.</li> <li>• As directed, comply with Aged Care Accreditation Standards in all dealings at the workplace.</li> </ul>
<b>Meetings and Deadlines</b>	<ul style="list-style-type: none"> <li>• Meet or liaise with the Maintenance Supervisor as required on maintenance issues.</li> <li>• Submit copies of Day Book Sheets and other information as requested to the Head Office Maintenance Co-ordinator.</li> <li>• Conduct audits and provide summaries for the internal, common and exterior areas between January and March of each year. Submit summaries to the Facility Manager by the final week in March. The summaries are integral to the development of the Maintenance Plan and budget for the facility.</li> <li>• Participate as a team member in the workplace.</li> </ul>
<b>Specific Matters</b>	<ul style="list-style-type: none"> <li>• Use appropriate quality materials and products.</li> <li>• In conjunction with Head Office Administration and Head Office Maintenance Division, utilise appropriate suppliers/contractors. Seek references if appointing a supplier/contractor for the first time.</li> </ul>

## Skills and Knowledge

- A sound knowledge of Carpentry works.
- Hands-on skills in tiling, painting, plastering, and plumbing.
- Able to communicate clearly and in a positive manner with all levels of staff and management and contractors/suppliers.
- An ability to assess, evaluate and prioritise work requirements.
- Ability to supervise contractors' work and report results to management.
- Ability to provide estimates, programmes, drawings, etc. in a timely manner.
- Able to work efficiently unsupervised.
- Experience and knowledge of trade co-ordination for efficient completion of projects.
- Skills in service of mobile equipment used on site.

### Personal/Other Attributes

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- Honesty and diligence.
- Empathy for residents and their needs in relation to maintenance.

### Experience

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- Experienced general Handyperson

### Work Health and Safety

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The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

### Performance Measures

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Annual Performance Review.