

POSITION DESCRIPTION

Position:	PROPERTY MAINTENANCE OFFICER
Employment Status:	Part time (0.6 FTE)
Position number:	1232
Directorate:	Corporate and Community Services
Unit:	Community Wellbeing
Classification:	Band 4
Date adopted/reviewed:	17/11/2020
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THE UNIT

The Community Wellbeing unit incorporates the Access and Assessment, Access and Support, Home Support, Service Support and Healthy Ageing teams and other projects from time to time. Community Wellbeing provides services to our community, particularly the elderly and those with disabilities to ensure support, independence and quality of life in their own homes.

POSITION OBJECTIVES

- Assist clients to maintain their residences in an appropriate condition to enable them to continue to live independently as long as possible.
- Provide a range of general maintenance, gardening and cleaning services with a strong emphasis on customer satisfaction.
- Install a range of aids/equipment in clients' homes to support them to continue to live in their own homes safely and independently.
- Proficiently and safely use both electrical and hand-held tools (powered saws, hammers, rulers etc.) to install recommended independent living aids in client homes.

KEY RESPONSIBILITIES AND DUTIES

- Perform a full range of general maintenance, gardening and cleaning services for assessed clients.
- Work within the defined scope of the prescribed or requested works.
- Escalate concerns to supervisor.
- Safely and competently use hand and power tools as required to undertake functions of the role.
- Promptly install aids/equipment including rails and ramps for use by frail, aged or disabled persons.
- Interpret drawings and descriptions provided by Occupational Therapists to install handrails, grab rails and ramps or platform steps as directed and with an eye for detail.
- Assist staff to carry out cleaning duties beyond the ability of one person, when required to do so.
- Convey requests/variations for service to the Business Support Officer and/or Coordinator.
- Liaise with Occupational Therapists to negotiate amendments to prescriptions as required.
- Assess the time and equipment requirements to carry out requested works to the Business Support Officer and/or Service Support Coordinator to support job quoting.
- Provide regular updates to the Business Support Officer and/or Service Support Coordinator on the status of job requests.

- Carry out other directed duties within the employee's ability, competence and training, as assigned by the Business Support Officer and under the direction of the Service Support Coordinator.

OCCUPATIONAL HEALTH AND SAFETY

An employee, while at work, shall:

- be responsible for compliance with OH&S regulations relevant to the tasks performed.
- provide a safe working environment for the community and private property whilst engaged in work practices.
- take care of their own health and safety and the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace.
- adhere to and assist in the continuous improvement of Council's occupational health and safety, and risk systems.
- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure.
- adhere to and assist in the continuous improvement of Council's risk management system.

All employees may be required to contribute to emergency management planning and activities as they arise and in an emergency you may be directed by your manager to participate in duties not normally assigned to you.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Service Support Coordinator
Supervises:	Nil
Internal liaisons:	Community Wellbeing staff members, other council staff
External liaisons:	Aged Care clients, trades people, Occupational Therapists, wholesale and or retail premises

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Provide information and support to clients and/or more senior employees as required.
- Ability to work within specific guidelines and under general supervision.
- Freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time.
- Ability to work with sufficient freedom to plan one's own work.
- May use high precision trade skills.
- The effect of decisions and actions are usually limited to a localised work group or function.
- Conduct all work in accordance with industry standards, Occupational Health and Safety legislation, guidelines and under the direction of Service Support Coordinator.

JUDGEMENT AND DECISION MAKING

- Work objectives are well defined but there is a requirement to make decisions regarding the particular method, process and equipment to be used by selecting from a range of available alternatives.
- Quantification of the amount of resources needed to meet work objectives may be required.
- Guidance and advice are always available within the time available to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

- Understanding of aims and objectives of funded programs to support frail, elderly clients and people with disability.
- Understanding of emotional, intellectual and physical disabilities affecting individuals and the impact of these on client and carer.
- Ability to estimate the amount and type of equipment and materials needed to complete assigned jobs, or prepare quotes for requested jobs.
- Basic understanding of the requirements of maintaining a garden.
- Ability to carry out a broad range of household maintenance duties, e.g., changing smoke detector batteries, changing light globes, replacing tap washers, install hand-held shower heads, etc.
- Knowledge and understanding of the safe operation/maintenance of a range of small power tools, mowers, brush cutters, nail framers etc.
- Understanding of customer service focused care, along with customer service skills.

MANAGEMENT SKILLS

- Basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance as required.
- Skills in managing time and planning and organising one's own work.

INTERPERSONAL SKILLS

- Ability to demonstrate and display the organisations values and behaviours.
- Ability to provide excellent customer service.
- Ability and commitment to maintain confidentiality at all times.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- At all times, present a respectful, professional, clean and tidy appearance, promoting a positive council image to clients, their families or Carers and all others.
- Skills in written communication to enable the preparation of routine correspondence and reports as required.

QUALIFICATIONS AND EXPERIENCE

- Accredited Certificate III or IV in carpentry or equivalent with substantial industry experience.
- Demonstrate experience in basic construction, maintenance work, general garden work, operation and maintenance of small power tools, mowers and brush cutters.
- Evidence of completion of construction induction training (white card) or ability to complete
- Current Victorian drivers' licence (essential)
- Experience in safely hitching, unhitching and towing a trailer.
- Proven record of dealing with the public in a caring, sensitive manner whilst delivering a range of customer focused services.
- An understanding of the ageing process and the needs of frail, aged and disabled persons.
- Demonstrated IT proficiency, with the ability to access and complete on-line training, digitised roster completion and a range of Council systems, including emails and document management programs.

CHILD SAFETY

Mount Alexander Shire Council is a committed Child Safe organisation and has zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. ALL Council staff must ensure that their behaviours and actions are consistent with these standards.

DIVERSITY, EQUITY AND INCLUSION

Mount Alexander Shire Council is committed to diversity, equity and inclusion. Council welcomes applications from people from different backgrounds, people of culturally and linguistically diverse backgrounds, those living with disabilities, members of the LGBTIQ+ community and people of Aboriginal and Torres Strait Island descent.

INFORMATION SECURITY

Council ensures the protection of information and information systems from unauthorised access, use, disclosure, disruption, modification or destruction in order to provide confidentiality, integrity and availability.

All Council staff review and sign the Acceptable Use Policy and complete mandatory information security training upon commencement and undertake further training relevant to their role.

INTELLECTUAL PROPERTY

Council employees must not disclose any confidential information belonging to Council or otherwise coming into their possession during the course of their employment, except as expressly permitted under any of the organisation's policies or as required by law.

All intellectual property (including patents, copyrights, trademarks, inventions, designs or other intellectual property) created and/or developed by a Council employee whilst at work or while using Council's equipment is the exclusive property of Council.

ADDITIONAL INFORMATION

- As part of Council's recruitment and selection process and related policies, a satisfactory police check will be required for this position. Some positions may also be subject to a pre-employment medical check and/or require a Working with Children check.
- You may be provided with or use equipment that contains electronic monitoring devices.
- All employees are required to actively partake in the annual performance development review. Position descriptions are reviewed as part of this process.
- As public officers under the Public Records Act 1973, all staff have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

KEY SELECTION CRITERIA

- Accredited Certificate III or IV in carpentry or equivalent with demonstrable employment experience is preferred, or a willingness to obtain this qualification with substantial industry experience in similar role – general maintenance, carpenter, general labourer, etc.
- Ability to read and interpret drawings and sketches to install handrails, grab rails and ramps or platform steps as directed, remain within the scope of those drawings, and complete installations in accordance with Australian Standard AS:1428
- Basic understanding of the requirements of maintaining a safe and accessible garden area.
- Ability to safely carry out a broad range of household maintenance duties, e.g., changing smoke detector batteries, changing light globes, replacing tap washers.
- Knowledge and understanding of the safe operation/maintenance of a range of hand held and power tools, mowers, brush cutters etc.
- Proven record of dealing with the public in a caring, sensitive manner whilst delivering a range of customer focused services.
- Demonstrated IT proficiency, with the ability to access and complete on-line training, digitised roster completion and a range of Council systems, including emails and document management programs.