

Position Description – Maintenance Handyperson

Position	Maintenance Handyperson / Trade (qualified)
Classification	Dependent on qualification
Award	Health and Allied Services, Managers and Administrative Officers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reports to	Maintenance Manager
Direct reports	NA
Key relationships	Executive Managers, Department Managers, consumers, residents and their families, external contractors.
Hours of Work	As per individual contract of employment

About Rural Northwest Health

Rural Northwest Health employs approx. 300 team members across the campuses of Warracknabeal, Beulah and Hopetoun.

Rural Northwest Health is focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to delivering our strategic goals for 2020 - 2025:

- Our care – we will focus on safety, quality and accessibility in delivering healthcare across our community.
- Our team – we will focus on our culture, skilling our team and ensure we have effective and fit for purpose systems to make RNH an impactful and progressive organization.
- Our partnerships – we will focus on collaboration both within and beyond the healthcare sector to meaningfully engage with our communities.

OUR VISION

Strong, healthy, vibrant rural communities.

OUR MISSION

To promote wellness, enhance health, and support healthy ageing.

WHAT DEFINES US



We are committed to excellence



We listen and collaborate



We are caring and connected



We are friendly and enjoy our work



We are lifelong learners

Position summary

The Maintenance Handyperson / Trade is responsible for day-to-day breakdown repairs and preventative maintenance, routine maintenance and servicing of equipment and project work. The Maintenance Handyperson is part of the Maintenance Team, ensuring grounds, buildings, plant and equipment are well maintained and presented, providing a safe and clean environment for the organisation and community. Work will be undertaken in line with Essential Services Australian standards.

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Key responsibilities

- Undertake maintenance and servicing tasks as directed in accordance with timelines specified in the maintenance schedules as requested.
- Maintain all mechanical equipment, plant and systems in a safe and operable manner.
- Report on the progress of tasks to the Maintenance Manager.
- Promptly respond to and undertake unscheduled repairs of equipment or infrastructure in accordance with priorities provided in the facilities management system.
- Ensure all electrical and mechanical work complies with current regulations and appropriate Australian Standards.
- Maintain MSDS register of all hazardous substances and chemicals including paints, thinners and other products used for maintenance services.
- Observe safe working practices and maintain workshop and plant rooms and equipment in an operable state and practice good housekeeping.
- Oversee and supervise the work of contractors as necessary.
- Maintain complete and accurate records, plans, safe work methods and promptly complete all work reports.
- Order replacement parts for repairs according to the Rural Northwest Health purchasing guidelines.
- Perform all other tasks as reasonably directed by direct line manager.

Key position accountabilities

Leadership, Communication and Stewardship

- Influences other team members to bring their best by providing encouragement and being thankful.
- Speaks with others respectfully and in a way they can understand.
- Recognises when a person has communication needs beyond own skills and finds help.
- Acts in a way that values diversity.
- Takes care when using physical resources & environment.

Quality and Improvement

- Takes pride in a personal presentation.
- Works consistently in line with policies, practice standards and work plans
- Maintains quality of own work
- Asks for help and guidance when tasks are outside experience and competence.
- Supports others to achieve team goals.
- Makes changes in own work practice and offers suggestions to improve services and care.
- Understands and acts according to role to achieve the Aged Care Quality Standards and National Standards.

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Health and Safety

- Consistently acts in a manner that protects own health and safety, as well as that of residents, patients, consumers, colleagues, visitors, and contractors in the workplace.
- Adheres to safe work procedures and clinical guidelines relevant to role, including infection control, manual handling, medication safety, and use of personal protective equipment.
- Promptly reports hazards, near misses, and incidents in line with RNH reporting procedures, contributing to early intervention and continuous improvement.
- Understands and follows emergency codes and procedures relevant to role and assists as directed in accordance with training.
- Actively participates in health and safety training, audits, and initiatives, and contributes suggestions to improve workplace safety.
- Identifies and escalates fatigue, stress, or psychosocial hazards and seeks support through available RNH wellbeing resources.
- Demonstrates courtesy, respect, and professionalism in all interactions, supporting both psychological and physical safety.

Personal and professional development

- Maintains practice within frameworks established by legislation, national and state policy.
- Keeps up to date with mandatory education requirements for the role.
- Discusses with manager about abilities and capabilities needed for role.
- Recognises areas of strength and areas for development.
- Participates in personal development plans with manager and/or team leader.

Information management

- Communicates accurate and relevant information to appropriate people and in line with role and organisational policy.
- Uses social media responsibly and respectfully at all times.
- Comply with legislative requirements related to documentation and information pertaining to residents, team members and the operations of all Rural Northwest Health facilities.
- Utilises information technology as appropriate in the performance of the role.

Key selection criteria

Essential

1. Relevant trade qualification.
2. Proven maintenance work experience.
3. Demonstrates experience and knowledge of Occupational Health and Safety.
4. Ability to problem solve and provide feedback to team members.
5. Well-developed interpersonal and communication skills, including the ability to work with a diverse range of people.
6. Ability to maintain plant machinery in good working order.

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7. Ability to work unsupervised completing tasks in a timely and safe manner.
8. Ability to be flexible in approach to daily work activities.

Personal attributes

- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Innovation:** Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals. Working effectively and cooperatively with others; establishing and maintaining good working relationships.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

Certificates, licenses and registrations

- Trade qualification
- Current satisfactory employee police check (dated within 12 months of commencement date).
- Current employee working with Children's check.
- Current Victorian driver's licence.

Other requirements

The role must provide current evidence of immunisation history and/or serology results.

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Employee declaration

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

Employee signature _____

Employee name (please print) _____ Date ____/____/____