



The *Warrigal* Way

# Position Description

- Position/Title:** Maintenance Supervisor
- Locations:** Illawarra or Southern Highlands regions and/or specific sites as directed
- Award:** Warrigal & Health Services Union NSW Branch Support Services Enterprise Agreement 2017
- Responsible to:** Property Maintenance Coordinator
- Responsible for:** MSO – Property  
MSO – Gardens and Grounds  
MSO – General Assistant

**Function:**

To ensure that all preventative maintenance, reactive maintenance and other property service related activities required for the upkeep, operations and improvement of company assets are conducted within legislative requirements, appropriate time frames, safely and professionally to provide a safe living environment for our residents.

Employees at this level are considered to be leaders in this stream and capable of supervising directly reporting staff to coordinate all specific maintenance or Property Services activities at one or more locations with limited supervision themselves.

**Ability to work “The Warrigal Way”**

Behaviour 1
<b>My decisions, Warrigal's financial future</b>
Behaviour 2
<b>My actions encourage people to choose Warrigal</b>
Behaviour 3
<b>Our work, my responsibility</b>



### Essential:

- A demonstrated commitment to meeting the needs of older people.
- Previous experience in Asset Maintenance.
- Trade Certificate or equivalent qualification.
- Previous experience in supervising staff and contractors.
- Previous experience in budget planning and decision making within approved budgets.
- A positive, professional attitude and ability to promote Warrigal in keeping with the organisations vision, mission and values.
- Capable of functioning with a high level of autonomy, and prioritising their work within established policies, guidelines and procedures.
- Ability to plan, schedule, coordinate and complete the Company's various asset maintenance programs as a leader of a team and as an individual.
- Comprehensive computer knowledge required to use a computer on a regular basis.
- Well developed communication, problem solving abilities, interpersonal skills and a high level of literacy and numeracy skills.
- Ability to communicate effectively and appropriately, both in writing and verbally, with residents and employees at all levels of management within the organisation.
- A commitment to a high level of customer service and continuous improvement.
- Current NSW drivers license.
- Knowledge and commitment to EEO, AA and anti-discrimination in the workplace.
- Demonstrated knowledge and understanding of workplace safety issues and commitment to upholding WHS principles and practices.

### Desirable:

- Post Trade or Advanced Certificate in relevant field
- Previous experience in using Asset Management software.
- WHS General Induction for Construction Work in NSW.
- Current First Aid Certificate.

### Key Responsibilities:

- Use the Asset Management System on a daily basis to retrieve and complete or allocate work orders and update this system as required to track maintenance conducted on all major assets.
- Coordinate and deliver preventative and reactive maintenance activities relating to the following areas to ensure that KPI's are achieved:
  - fixtures, fittings, services, plant room equipment, floor coverings and
  - some furnishings - e.g. walls, floors, roofs, ceilings, gutters, plumbing,
  - electrical, gas fittings & boilers.
  - Hard wired or plumbed equipment - e.g. sanitisers, commercial washers / dryers, stoves & air conditioners etc.
  - Non-specialised medical equipment and resident aides - e.g. beds, wheel chairs, walkers, lifters & medicine trolleys.

- Grounds & gardens - plants, trees, lawns, vegetable gardens, compost bins, irrigation systems, paving & walkways.
- Ensure site specific legal and statutory compliance obligations are met including contractor management.
- Provide leadership, supervision and support to direct reports to ensure that tasks are prioritised and assigned effectively, WHS compliance standards are met, SWMS and JSEA's are completed and followed, performance targets are met and that work is completed in a timely fashion to a high standard of quality.
- Provide all aspects of onsite contractor management including site induction training, completion of SWMS & JSEAs, supervision, support, addressing site operational issues and WHS compliance. Engage contractors to carry out urgent repairs and service calls within approved delegation of authority (DOA). Obtains quotes where necessary for further decision making by higher DOA's.
- Represent Property Services by providing a high level of customer service and effective communication with key stakeholders by attending ILU village resident meetings, WH&S meetings and site manager meetings. Issues raised at these forums are to be dealt with appropriately through to resolution.
- Provide 'on site' assistance and supervision for all Property Services related activities being conducted at the sites. Examples include:
  - Capital Upgrade works listed on the Property and Equipment Plan, Facility Condition Audits (FCA), service expansion projects, unit/room refurbishments, environmental sustainability projects, council inspections and services conducted by other PSE's such as gardening, painting and window cleaning.
- Provide immediate response to WH&S issues and emergency situations.
- Assist in the development of the annual budget, standard operating procedures, Safe Work Method Statements (SWMS), Job Safety Environmental Assessments (JSEA), Risk Assessments, work instructions and internal documents.
- Maintain a safe workplace for all by ensuring Warrigal's Work Health and Safety Policies and Procedures are implemented and followed.
- Attend regular work planning meetings with direct supervisor to discuss planning, schedule and prioritisation of work.
- Carry out duties relating specifically to trade qualifications if required. (ie: qualified plasterer may be asked to undertake periodic plaster repairs).
- Provide detailed progress reports to customers. (High level of computer skills and literacy).
- Conduct necessary supervision meetings, annual performance appraisal, counseling of direct reports.
- Attendance at staff meetings and training activities.
- Other duties as directed by Property Services Coordinator/Property Services Manager.

### **WHS Responsibilities**

- Take reasonable care for their own health and safety, the health and safety of others including ensuring mitigating risks within their control to prevent injuries or illnesses
- Comply with any reasonable instruction issued by Warrigal

- Cooperate with Warrigal policies and procedures including reporting of hazards or incidents
- Must inspect and/or wear/use PPE in accordance with any instruction/training
- Must inform manager/supervisor of any damage, defect of plant and equipment
- Must not intentionally misuse or damage equipment

### **WHS Key Performance Indicators**

- Reporting of all hazards, incidents and near misses to Manager/Supervisor
- 100% participation in training sessions for fire and WHS
- Active participation in WHS consultation