

POSITION DESCRIPTION

ON LUCK CHINESE NURSING HOME

GENERAL SERVICE WORKER - MAINTENANCE

At Chinese Community Social Services Centre Limited (CCSSC), we are committed to the provision of professional welfare services and quality aged care for members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

Responsible to: Director of Nursing (DON) / Project Manager / General Manager

Basis of Employment: Full-time or Part-time

Responsible for: Performing general maintenance and repair tasks that don't require specialized qualifications. This includes implementing preventative maintenance programs, ensuring safety and cleanliness of the facilities, keeping the building and grounds tidy, and ensuring tools and equipment are well-maintained. Additionally, the staff will liaise with external service providers and maintain an updated Maintenance Log for management reporting.

Position Context and Objectives:

The purpose of the role is to:

- Ensure the effective upkeep and functionality of the facilities through routine maintenance and repair work, contributing to a safe and pleasant environment for residents and staff.
 - Support the overall operational efficiency of the On Luck Chinese Nursing Home by managing maintenance tasks and coordinating with external service providers to address any issues promptly.
-

KEY RESPONSIBILITIES AND DUTIES:

1. Specific Responsibilities related to General Service Worker - Maintenance
 - 1.1 Undertake general maintenance and repair work that do not require specific qualifications.
 - 1.2 Implement preventative maintenance programs as delegated.
 - 1.3 Maintain & promote safety of the facilities and equipment of the On Luck Chinese Nursing Home.

- 1.4 Keep the building and grounds neat and tidy.
- 1.5 Ensure that tools and equipment are in good working condition.
- 1.6 Contact and liaise with external maintenance service providers.
- 1.7 Update and document Maintenance Log for management reporting.

2. General

- 2.1 Ensure compliance with the mission & vision of Chinese Community Social Services Centre Limited (CCSSC) – On Luck Chinese Nursing Home.
- 2.2 Ensure compliance with statutory regulations – Aged Care Quality Standards
- 2.3 Always display a pleasant and courteous manner
- 2.4 Ensure adherence to the principles of strict confidentiality.
- 2.5 Ensure supplies and equipment are used economically
- 2.6 Carry out general duties such as goods receipts, stock take, document archive, assistance in shifting equipment and furniture around the building.
- 2.7 Assist in training new staff on operational protocols and safety measures.
- 2.8 Ensure effective working relationships and teamwork among colleagues.
- 2.9 Participate in team meetings to discuss operational challenges and strategies.
- 2.10 Contribute to continuous improvement initiatives within the organization
- 2.11 Inform the Department head / Line manager of any issues that arise with building, environment, equipment, residents, and staff.
- 2.12 Agrees to obey all reasonable lawful directions and instructions given by the Employer or a specific supervisor.

3. Infection Control

- 3.1 Ensure compliance with Infection Control Standards.
- 3.2 Adhere to the principles of Universal Precautions.

4. Education

- 4.1 Participate in the ongoing internal and external education programs of the Nursing Home when required.
- 4.2 Attend all mandatory training sessions, including Infection Control (annually), Fire Safety (annually), Fire Evacuation/Drill (twice a year), and Manual Handling (annually).
- 4.3 Engage in self-directed learning to enhance skills relevant to the role.
- 4.4 Facilitate knowledge sharing sessions with team members.

5. Occupational Health and Safety

- 5.1 Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and organization policies and promote a working environment that is congruent with these guidelines.
- 5.2 Provide and maintain, so far as is practicable, a working environment that is safe and without risk to health.
- 5.3 Take care of your own health and safety; and the health and safety of any other person who may be affected by your acts or omissions at the workplace.
- 5.4 Ensure correct operation of equipment and compliance with safety procedures together with a good understanding of the Occupational Health and Safety procedures.

- 5.5 Ensure the proper and appropriate use of Personal Protective Equipment (PPE), e.g., wearing eye protection such as safety goggles, masks, gloves, or clothing protector when handling hazardous substances.
- 5.6 Ensure that correct lifting techniques and machinery are used when lifting heavy objects.
- 5.7 Participate in the preventive maintenance and risk management program.
- 5.8 Conduct regular safety audits to identify and mitigate risks.
- 5.9 Report any faulty equipment, breakage, accident/incident, and potential hazard as soon as practicable.
- 5.10 Encourage a culture of safety awareness among all staff members.
- 5.11 Ensure that a safe, clean, and comfortable environment is maintained for all residents, assisting the OH&S Committee in their implementation of requirements of the OH&S Act.
- 5.12 Dispose of recycled and waste appropriately.
- 5.13 Cooperate with the Human Resources Department on return-to-work policy when and where appropriate.

6. Confidentiality

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act and the Health Record Act.

7. Equal Employment Opportunity

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behavior and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. Workplace Relations

Treat all employees of the Organization with respect and dignity and without discrimination or harassment. Employ the skills of timely and effective communication with healthcare personnel to guide and achieve optimal resident/performance outcomes.

9. Quality Assurance

- 9.1 Participate actively in the Quality Assurance Program of the Nursing Home to provide evidence based continuous improvement activities.
- 9.2 Report any relevant problems or concerns for continuous improvement to Department Head / line manager.
- 9.3 Participate in appropriate staff meetings e.g. General service staff meetings as scheduled.

SKILLS & EXPERIENCE

Qualification:

- Diploma in Facilities Management, Building Services Engineering, or a related field, or higher education in a relevant area.
- Demonstrated skills in building repairs and general building maintenance with a knowledge/understanding of all building services systems.
- Must possess a valid Police Check or be willing to undergo one

Experience:

Essential:

- Previous work experience in general maintenance.
- A broad range of maintenance skills, including experience in maintenance programs for buildings and grounds.
- Demonstrated skills in carpentry, painting, HVAC, fire, hydraulics, and electrical systems.
- Knowledge of OH&S regulations and a commitment to workplace safety.
- Knowledge and skills working with plant and equipment.
- To possess strong problem-solving abilities and excellent communication skills.
- Flexible work style.
- Patience, empathy, and an interest in the lives of older people.
- Bilingual, proficiency in spoken Chinese.
- Holds a valid Victorian driver's license.
- Proven experience operating a range of maintenance tools and equipment, including but not limited to machinery, electric tools, and other instruments commonly used in maintenance and repair tasks

Desirable:

- Previous experience in residential high care facilities
- Ability to work independently
- Motivated and proactive attitude.