



HERITAGE LIFECARE

# Position Description

## Maintenance Coordinator

### Company Overview:

Heritage Lifecare Limited is a provider of Residential Aged Care Facilities throughout New Zealand. We take pride in the value we add to the lives of all those who reside in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.

### Our Values:

As an organisation we are committed to providing 'a better everyday' for our residents, their families and our employees through our actions which are aligned to our company values:

**People First** - Enhance the health, safety and wellbeing of our people

**Nurturing Success** - Seize opportunities and experiences every day in every moment

**Better Together** - Work together in respect and harmony to empower everyone

### Position Overview:

To maintain the property and manage the maintenance plan to ensure the facility is safe and operational at all times.

#### Reports to:

Care Home Manager

#### Functional Relationships:

Regional Property Managers – Support Office

Head of Property – Support Office

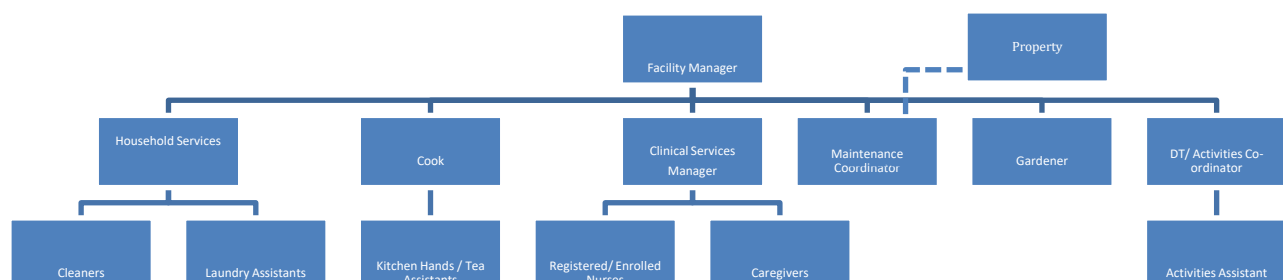
Facility Manager/Clinical Services Manager

All facility staff Residents/Relatives/Visitors

Support Office staff

Suppliers and Contractors providing goods and services to hospitals/ rest homes

### Generic Team Structure:



## Key Accountabilities:

### To follow policies and procedures of the facility in all matters

- Is familiar with the maintenance manual and maintenance planner and aware of the information in them, and uses correct procedures as outlined in the manuals
- Is familiar with all building compliance and ensure daily/weekly monthly checks are completed
- Is familiar with all Health and Safety building requirements
- Is familiar with the Code of Conduct

### To provide a comprehensive maintenance service to the facility

- Maintenance books are checked at the beginning of each duty
- Planned preventative maintenance is carried out and recorded routinely at regular intervals
- Tasks are organised and prioritised
- Adapts to changing workloads and operating all tools and equipment
- Assistance is given with day-to-day activities around the facility e.g. shifting furniture/equipment
- Liaison with Care Home Manager prior to calling trades people Building owners checks completed for IQP
- To induct service contractors and ensure records are held on site for audit process

### To refurbish resident rooms and interior refurbs

- As residents vacate their rooms assess the requirement for a refurbishment.
- Duties include
- Plastering and painting done “in house”
- Change out old vanities and other worn items done “in house”
- Manage contractor to install carpet and vinyl as needed
- Manage contractor for any electrical work.
- Manage ensuite refurbishments

### To Maintain the outside appearance to the hospitals/ rest homes

- Windows, walls, drains to be maintained in a clean and tidy condition. To maintain the exterior of the building including water blasting, clearing of gutters, roof cleaning, painting and staining when required etc.
- To provide a safe and pleasant environment for the residents and their families and visitors.

### To perform the duties as set in the duty description and according to standard policies and procedures for the facility

- Ensures daily work schedule is completed
- Performs extra necessary duties as directed by management including required recording of hot water temperatures.
- Ensure compliance checks are completed in line with HLL policies

### Attention to detail

- Pays close attention to prescribed or required procedures
- Pays attention to the details of a task or process
- Sets high work standards
- Identifies processes or tasks which are not being done correctly and takes corrective action

- Identifies quality defects

#### **To report appropriately to the Manager of the facility**

- Informs the Care Home Manager of any maintenance/ safety issues that are necessary

#### **To document as required**

- All document requirements are completed in line with HLL policy

#### **To operate all equipment to manufacturer's / supplier's instructions and report any malfunctions immediately**

- Follows instructions regarding any equipment or machinery
- Maintains equipment in a clean, safe and working condition, and reports maintenance required on any equipment

#### **To practice care and economy in the use of supplies, equipment and time**

- Care is taken to manage supplies economically, equipment is cared for to avoid unnecessary damage
- Time is managed efficiently and effectively
- All petty cash expenditure is recorded and all GST receipts are kept for small maintenance purchases.

#### **To respect resident rights**

- Knocks on residents' door before entering
- Respects residents' privacy
- Treats residents with respect
- Shows respect for residents' belongings
- Respects confidentiality of residents
- Respects individual cultural and spiritual needs and values

#### **To be familiar with emergency procedures**

- Attends compulsory fire and emergency training sessions Fire procedures are known
- Civil defence procedures are known
- Building BWOFF fire compliance requirements

#### **To contribute to a healthy and safe working environment**

- Follows Heritage Lifecare Limited H&S guidelines and policies.
- Supervises and checks contractors work safety and supply H&S as per Heritage Lifecare Limited Contractor management policies.
- Complete statutory building checks.
- Works in a safe manner and uses appropriate safety equipment and PPE.
- Uses correct lifting and handling procedures
- Understands the Hazard Register for the work area Manages equipment in a safe manner
- Ensures equipment is in safe working order & faulty equipment is reported Uses all chemicals safely
- Reports any hazards and works towards eliminating, isolating or minimising them
- Work areas are kept clean, safe and tidy
- Reports any work accidents / incidents and completes the required documentation

### **To work effectively in a team environment**

- Understands own role & responsibilities within the team and those of other team members
- Offers assistance to other team members in a helpful manner Adapts routines if required
- Maintains appropriate channels of communication
- Maintains a positive attitude

### **To maintain a professional appearance and attitude of responsibility, loyalty and discretion**

- Dress is clean and tidy Appearance is professional
- Ensures that the facilities property is treated with care and used only for the purpose intended
- Demonstrates punctuality and reliability at all times
- Demonstrates a positive work ethic
- Demonstrates a positive attitude towards guidance and correction Works well without supervision
- Performs tasks thoroughly to an appropriate standard and skill level Respects confidentiality requirement of the facility

### **Time Management**

- Establishes priorities based on their own level of relative importance.
- Is able to manage own time to meet objectives within agreed deadlines Keeps appropriate people informed of progress
- Is flexible in the work required and availability

### **Financial Authority**

Nil

## Core Competencies & Characteristics

### Core Competencies

<b>Trusted Partner</b>	Values and builds long term relationships, puts the clients' interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the client's strategy and approach. Is reliable – does what they say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.
<b>Driving for Results</b>	Sets high goals for personal and team accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
<b>Tenacity</b>	Distinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws on skills, knowledge and understanding to find solutions to problems. Ensures that setbacks and challenges inform the review and evaluation processes. Recognises all peoples learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges.
<b>Business Acumen</b>	Displays a keenness and quickness in understanding and dealing with a "business situation" in a manner that is likely to lead to a good outcome.
<b>Deal with Ambiguity</b>	Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the unknown
<b>Courage</b>	Display professional courage by seeking feedback and listening, says what really needs to be said in a professional manner, communicates openly and frequently, embraces change, makes decisions and moves forward, gives credit to others and holds self and where appropriate others accountable.
<b>Transfer skills to Business</b>	Is able to learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identify transferable skills for current role/ project / situation to add value and achieve a positive outcome for the business.
<b>Facilitating Change</b>	Encourages others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

*The intent of this position description and person specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.*