

POSITION DESCRIPTION

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| Position: | Maintenance Team Leader |
| Department: | Maintenance |
| Reports to: | Support Services Manager |
| Time Fraction: | as contracted |
| Award: | Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| Classification: | Handyperson_Advanced – GL6 |

The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a wide range of health and support services to our local communities including Urgent care, Acute care, Transition care, Residential Aged care, Primary care and home-based care.

ODH is located in the East Gippsland High Country (Omeo & District) and is the gateway to the spectacular Alpine region of Victoria. Surrounding Omeo is an abundance of national parks, mountains, rivers and lakes.

Consistent with our purpose, we aim to promote and enhance the health and wellbeing of the people of the East Gippsland High Country. We do so by:

- Reaching out to our local rural community in the planning and delivering of our services
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and
Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

- C** Compassion
- A** Accountability
- R** Respect
- E** Excellence

Our people are at the heart of our organisation - no matter the role. Every day our people make a difference to the lives of our consumers and their families, demonstrating our commitment and care for our community and staff.

Department

The Support Services department ensures the efficient and effective provision of maintenance, catering, cleaning, laundry, waste management and other domestic services across the organisation. It also oversees building and equipment related services including repairs and maintenance, grounds keeping, management of fleet vehicles and the upkeep of various owned or leased / tenanted properties. A range of in-house and contracted personnel are engaged through this department.

Role

Position Summary

The Maintenance Team Leader reports to the Manager Support Services and is required to supervise and coordinate Support Services Maintenance team members, to plan, complete and report on both proactive and reactive maintenance relating to Omeo District Health (ODH) Plant and Machinery, Furniture and Fittings, Buildings, Medical and Biomedical Equipment, Accommodation Housing, Food & Domestic Services Equipment, Fire Safety, Fleet Vehicles and Grounds.

The position also provides off site maintenance support to the Home and Community Care program as per the HACC schedule.

Key Responsibilities

Team Supervision and Coordination:

The Maintenance Team Leader is responsible for supervising and coordinating the Support Services Maintenance team members. This includes overseeing daily operations, assigning tasks, and ensuring that the team works efficiently and collaboratively. The leader should foster a positive team environment, provide guidance, and facilitate effective communication within the team.

Planning and Resource Allocation:

The Maintenance Team Leader plays a crucial role in planning and executing maintenance activities across various areas of Omeo District Health. This involves oversight of the annual, monthly and weekly planning for maintenance, allocating resources effectively, and ensuring completion of work to ensure that all facilities and equipment are well-maintained. The Team Leader may often need to be flexible in planning in order to prioritise tasks based on organisational needs and available resources.

Performance Monitoring and Reporting:

The Team Leader will need to monitor the performance of the Support Services Maintenance team by establishing performance metrics, conduct regular assessments, and provide constructive feedback to team members. Additionally, in conjunction with the Manager Support Services, the Maintenance Team Leader is responsible for generating comprehensive reports on maintenance activities, including progress, challenges, and recommendations for improvement. These reports will be crucial for decision-making at higher organisational levels.

Compliance and Safety Oversight:

ODH places a priority on OHS and worker safety, and ensuring compliance with safety regulations and standards is paramount in the Support Services team. The Maintenance Team Leader is responsible for overseeing and enforcing ODH safety policy, procedure and protocols related to maintenance activities. This includes ensuring that all team members adhere to safety guidelines, conducting regular safety audits, and implementing corrective actions when necessary. The leader should also seek to stay updated on industry best practices to enhance safety measures.

Stakeholder Communication and Collaboration:

- Effective communication with internal and external stakeholders is essential for the success of the role.
- The Maintenance Team Leader should establish and maintain communication channels with other departments, contractors, and relevant personnel.
- Collaboration is crucial for coordinating maintenance efforts, addressing issues promptly, and ensuring that the Support Services Department aligns with the broader organisational goals.
- The Team leader should act as a liaison between the Maintenance team and other departments, fostering a collaborative and integrated approach to facility management.

Quality and Safety

- Demonstrate a commitment to the delivery of safe and high quality services.
- Actively participate in the Omeo District Health quality improvement program and accreditation processes against the above standards, as appropriate to employee role.
- Be able to complete an incident report and submit a quality activity in Riskman.
- Be able to identify risks and follow the Omeo District Health Risk Management Policy and procedure.
- Have, or participate in, processes to monitor and evaluate the performance of the services provided by the work area.

Professional Development

- Participates in annual performance review and development program.
- Maintain knowledge required for the performance of the position.
- Attend ODH Mandatory Education Training annually.

KEY SELECTION CRITERIA

Leadership and Team Management:

Proven track record in inspiring and managing maintenance teams, fostering a positive culture, and achieving optimal performance through effective communication and mentorship.

Strategic Planning and Execution:

Demonstrated ability to develop and implement strategic plans for facilities maintenance, adeptly prioritising tasks, allocating resources, and adapting strategies to meet organisational goals.

Technical Proficiency and Maintenance Expertise:

In-depth knowledge spanning maintenance areas such as Plant and Machinery, Buildings, Medical Equipment, and more, coupled with hands-on experience troubleshooting and providing timely solutions.

Compliance and Safety Management:

Successful history of establishing and enforcing safety protocols, conducting audits, and implementing corrective measures, ensuring a secure work environment and adherence to regulatory standards.

Communication and Stakeholder Engagement:

Strong communication skills enabling effective engagement with diverse stakeholders, coupled with a proven ability to prepare and present comprehensive reports, fostering collaboration and alignment with organisational objectives.

Risk Assessment / Job Analysis

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

| Aspects of Normal Workplace | Frequency |
|---|--|
| <u>Work Environment</u> <ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities. • Work a flexible roster spanning all shifts with the possibility of extended hours. • Sitting at the computer or in meetings for extended periods of time. • Work in a team environment and at times independently. • Work in locations geographically separated from the main facility. • Single beds for patients. All beds are fully electric. There is no requirement to lift bed heads or foot ends. Height adjustment is via a button. • Exposure to Substances. Hazardous substances are part of the hospital workplace (eg. blood). Protective equipment and procedures are in place to prevent contact. | <p>Continual</p> <p>Continual</p> <p>Occasionally</p> <p>Continual</p> <p>Occasionally</p> <p>Occasionally</p> <p>Occasionally</p> |
| <u>Work Activity</u> <ul style="list-style-type: none"> • Undertake administrative tasks including intensive computer / keyboard work, filing, writing, participating in meetings, concentrating for long periods of time (regular, daily basis) • Use of technology including photocopiers, telephones including mobiles, fax, overhead projectors, televisions, video, electronic white boards, drill presses and guillotines. • Undertake manual handling of equipment (eg, lifting, pulling, pushing, transferring, twisting) on a daily basis. • Participation in hazard identification and improvement strategies. | <p>Occasionally</p> <p>Occasionally</p> <p>Continual</p> <p>Continual</p> |
| <u>Work relationships</u> <ul style="list-style-type: none"> • Work within a team environment • Professional interaction with medical nursing and admin staff • Interact with colleagues and other hospital staff • Interact with members of the public • Interact with patients and relatives | <p>Continual</p> <p>Continual</p> <p>Continual</p> <p>Continual</p> <p>Continual</p> |

Performance Review:

Six months after commencement of employment, then annually thereafter. Interim reports are completed after every six months or less, as determined by the Department Line Manager and Chief Executive Officer.

I,

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: _____ Date:/...../.....