



POSITION TITLE: Maintenance Support Officer

Position Title	Maintenance Support Officer	Program / Funding Stream	General Operation and Medicare
Position Classification	AOS Level 3	Finance Funding Code	GOP80
Reports To	Infrastructure, Assets, IT, WHS & Security Manager (IAIWS)	Direct Reports	Nil
Program and Role Description	<p>Wurli-Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering primary and clinical health care services to the Aboriginal people in Katherine and surrounding communities. Wurli operates a range of clinics within the area and in order to deliver services operates from a range of facilities and locations with varying service needs. The infrastructure, assets and Workplace Health and Safety team provide critical support to the rest of the Wurli teams by ensuring effective and timely provision of a range of services to the organisation.</p> <p>The maintenance support officer is responsible for the timely completion of supporting services such as, but not limited to general maintenance (facility and housing), grounds upkeep and presentation and the delivery of preventative maintenance programs. This role is also required to perform a range of duties to assist with assets management, vehicle and fleet managements and workplace health and safety.</p>		
Qualifications	Essential: Nil		
	Desired:	Trade qualified in a relevant building maintenance profession e.g. carpentry, Test and Tag Electrical Equipment Registration (or willingness to option)	
Experience	Essential:	Previous experience in a handyman /grounds and maintenance position	
	Desired:	Previous experience and / or relevant skills in assets management or vehicle maintenance.	

Prerequisites	<p>National Police Records Check and Working with Children’s Clearance</p> <p>Current Northern Territory Driver’s Licence (Light Rigid - LR Licence is preferred but not essential)</p>	
Key Result Area	Responsibilities / Activities	Standard Measure
SERVICE DELIVERY	<ul style="list-style-type: none"> □ The provision of maintenance and grounds services including but not limited to:- <ul style="list-style-type: none"> • Perform general facilities and housing maintenance, including basic painting, plumbing, carpentry and minor repairs • Perform general grounds and upkeep duties of Wurli facilities including mowing, pruning, weeding, rubbish removal, landscaping / gardening in order to maintain high presentation and safety standards • Proactively identify and respond to all general maintenance requirements in a timely manner • Assist with the completion of duties in accordance with the preventative maintenance schedule as instructed • Monitor reactive maintenance and in consultation with the manager, adjust the preventative maintenance schedule to overcome identified deficits • Assist with the meeting and greet of contractors and coordinating the facilitation of their work at Wurli facilities / housing. □ Provision of Asset related services; this may include but is not limited to:- <ul style="list-style-type: none"> • Provide and record asset numbers on all new equipment • Complete and assist maintain the assets register • All relevant Wurli assets identified for calibration are dispatched or tested promptly • Complete checking and tagging of electrical equipment as required • Completing auditing tasks 	<ul style="list-style-type: none"> • Services delivered meets the stated objectives in accordance with Wurli’s Strategic Plan , Wurli’s Continuous Quality Improvement Program and related policies and procedures:- <ul style="list-style-type: none"> ○ Ensure all properties (Leased or Owned) are maintained to a high standard ○ Property repairs and maintenance are carried out as per instructions to the standards required ○ Asset and Vehicle Fleet repairs and maintenance as carried out as per vehicle schedules ○ Ensure compliance with the checking and tagging schedule of all electrical equipment

	<input type="checkbox"/> Assist with the Vehicle / Fleet Management as instructed; this may include but is not limited to:- <ul style="list-style-type: none"> • The completion of vehicle safety checks • Follow up on repairs and servicing requirements • Assist maintain cleanliness of vehicles • Assist with tracking and recording of monthly odometer readings 	
PROGRAM DEVELOPMENT, NETWORKING & LIAISON	<input type="checkbox"/> To proactively assist with the delivery of services to ensure the action plan for Maintenance and Grounds, Assets and Vehicles is achieved <input type="checkbox"/> To assist with the provision of workplace health and safety services if required across the organisation in order to assist Wurli maintain compliance with the Workplace Health and Safety Act and related policy	<ul style="list-style-type: none"> • Efficiently and timely completion of all allocated tasks / duties • Proactive approach to workplace support
TEAM SUPPORT	<input type="checkbox"/> Attend to the completion of the daily schedule and task <input type="checkbox"/> Report any barriers to achieving daily outcomes <input type="checkbox"/> Assist with the induction and supervision of new team members and work placement individuals <input type="checkbox"/> Attend to other duties / tasks as directed to ensure team outcomes are met	<ul style="list-style-type: none"> • Co-operative and professional working relationships are developed and maintained • Reliable with attendance and punctuality
ADMINISTRATION & REPORTING	<input type="checkbox"/> Completion of daily logs / schedules <input type="checkbox"/> Completion of relevant registers as required (maintenance / assets / vehicle) <input type="checkbox"/> Complete other administrative tasks associated to the role as required	<ul style="list-style-type: none"> • Administrative functions such as daily log books, registers and checklists are actively undertaken, accurate, timely and in accordance with record keeping standards
WORKPLACE HEALTH & SAFETY	<input type="checkbox"/> Ensure your personal health and safety, and that of others in the workplace <input type="checkbox"/> Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety <input type="checkbox"/> Promote and deliver in accordance with Wurli's risk management framework <input type="checkbox"/> Report all accidents, incidents, near misses and hazards immediately	<ul style="list-style-type: none"> • Adheres to Risk Management and WH&S Policy and Procedures at all times

CORPORATE IDENTITY	<ul style="list-style-type: none"> <input type="checkbox"/> Promotes and embodies Wurli’s vision and values <input type="checkbox"/> Act as a role model clients <input type="checkbox"/> Act in accordance with Wurli’s Code of Conduct 	<ul style="list-style-type: none"> • Acts in a professional manner, leads by example, promotes the organisation and maintains the reputation of the organisation and profession / service
Personal Characteristics / Qualities		Job Competencies (Skills and Knowledge)
<ul style="list-style-type: none"> • Presents a personal image and demeanor that promotes credibility and is appropriate to work setting and role • Treats others with dignity & respect • Sound interpersonal skills • Encourages and cooperates with others to achieve common goals • Ability to work independently 		<ul style="list-style-type: none"> • Willingness to work within Wurli’s values and vision and adhere to quality improvement practices, policies and procedures • Demonstrated knowledge and understanding of issues effecting indigenous people in Katherine and surrounding communities • Demonstrated ability to communicate effectively with internal and external parties from a vast cultural background • Ability to develop professional relationships • Respects boundaries and limits of own role and capabilities across the support services provided • Demonstrated organisational and time management skills / technique • Maintain a current Driver’s License • Able to work to and meet deadlines • Basic computer skills including the ability to use MS Office Suite (including Outlook) and Communicare or equivalent systems. • Sound communication skills