



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.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values:

- **People First - Kia tika te rere o te waka**
Enhance the health, safety, and wellbeing of our people
- **Nurturing Success - Poipoia te angitu**
Seize opportunities and experiences every day in every moment
- **Better Together - He toa takitini**
Work together in respect and harmony to empower everyone

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness, and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation, and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

Position Overview:

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

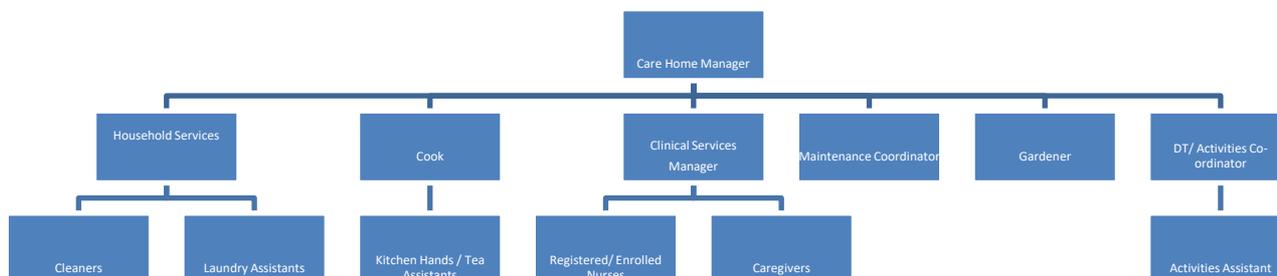
Reports to:

Care Home Manager

Functional Relationships:

Care Home Manager/Clinical Services Manager
All care home staff
Residents/Relatives/Visitors
Support Office staff
Suppliers and Contractors providing goods and services to hospitals/ rest homes

Generic Team Structure:



Key Accountabilities:

Key Tasks:	Performance Standards:
1. To follow policies and procedures of the facility in all matters	Is familiar with the main manuals and aware of the information in them Uses correct procedures as outlined in the manuals Is familiar with the Code of Conduct
2. 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 Facility Manager prior to calling trades people Building owners checks completed for IQP
3. 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.
4. 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.
5. 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
6. To report appropriately to the Manager of the facility	Informs the Facility Manager of any maintenance/ safety issues that are necessary
7. To document as required	All document requirements are met
8. 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 Reports maintenance required on any equipment
9. 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.
10. 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
11. To be familiar with emergency procedures	Attends compulsory fire and emergency training sessions Fire procedures are known Civil defence procedures are known
12. To contribute to a healthy and safe working environment	Works in a safe manner and uses appropriate safety equipment. 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
13. 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
14. 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
15. 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

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities. There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonable practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority

Nil

Core Competencies

Administration	Core Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		High work standards	Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
		Sound decision making	Recognises problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

	Differentiating Competencies	Project management	Undertakes the discipline of initiating, planning, executing, controlling, and closing the work of a team or individually to achieve required goals, quality and success criteria within the time frame required.
		Active learning	Demonstrates eagerness to acquire necessary technical knowledge, skills, and judgement to accomplish a result or to serve a customers needs effectively. Has desire and drive to acquire knowledge and skills necessary to perform a job more effectively. Keeps up to date on current trends. Takes responsibility for own development.
		Process improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, and improve quality and customers offering.
Customer Service	Core Competencies	Solution focused	Seeks to understand the challenge in order to provide or create a workable solution for all parties. Lives in the moment and aims to provide an immediate solution. Ensures the underlying problem is highlighted with the appropriate person in order for the challenge to be managed therefore resolved in the future.
		Resilience	Maintains professional demeanour and deals effectively with pressured and difficult times. Maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from and responds constructively to setbacks. Accepts constructive feedback with an open and professional manor
		Builds rapport quickly	Builds a mutually trusting and understanding to ensure all parties involved have the other's best interests in mind. Identifies key stakeholders and seeks to build rapport effectively and efficiently to enable continued care and support is provided and business outcomes are met.
	Differentiating Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		Authentic	Undertakes work and develops relationships with a competent, credible and reliable approach. Will raise any concerns had in a professional manner and acts in alignment of promises and commitments. Undertakes courageous conversations at the appropriate time and in a professional manner to ensure authenticity is maintained.
		Holistic view	Undertakes all aspects of work by considering the components of not only the actions or process being undertaken there and then but understands and considers all areas to ensure a full view of the workplace / process / situation is considered and understood.

The intent of this position description 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.