

## Position information

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| <b>Position Title:</b> | Home Maintenance Officer           |
| <b>Classification:</b> | Band 3                             |
| <b>Reports to:</b>     | Aged & Disability Care Team Leader |
| <b>Division:</b>       | Community and Customer Experience  |
| <b>Department:</b>     | Community Care                     |

## Our strategic context

### Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

### How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

## Position Purpose

The key purpose of the Home Maintenance Officer role is to support client safety and wellbeing by completing home maintenance and minor home modification tasks which do not require a qualified tradesperson.

## Position – Key Functions, Accountabilities & Outcomes

| Key Functions             | Accountabilities                                                                        | Outcomes                                                                           |
|---------------------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Support client safety and | <ul style="list-style-type: none"><li>Adhere to and complete rostered shifts.</li></ul> | <ul style="list-style-type: none"><li>Rostered shifts completed on time.</li></ul> |

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| wellbeing by completing home maintenance and minor modification tasks. | <ul style="list-style-type: none"> <li>• Complete job inspections and advise clients and the office if a qualified tradesperson is required.</li> <li>• Submit detailed reports for completed jobs.</li> <li>• Be observant and report other home safety issues that could be addressed by the home maintenance service.</li> <li>• Report any observed client wellbeing concerns to the office.</li> </ul> | <ul style="list-style-type: none"> <li>• High level of client satisfaction achieved.</li> <li>• Job reports reflect actual service delivered and materials used.</li> <li>• Client safety is maximised.</li> </ul>                                                                                       |
| Maintain stock of regularly used materials.                            | <ul style="list-style-type: none"> <li>• Advise office when purchases are required to maintain stock level of regularly used home maintenance materials.</li> </ul>                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Stock of agreed regular minor item consumable materials readily available.</li> </ul>                                                                                                                                                                           |
| Maintain high level of customer service.                               | <ul style="list-style-type: none"> <li>• Engage and communicate appropriately with clients and colleagues in line with Council's values and behaviours.</li> </ul>                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• Feedback demonstrates compliance with requirements.</li> <li>• Values and behaviours are adhered to.</li> </ul>                                                                                                                                                 |
| Deliver services in a safe and professional manner                     | <ul style="list-style-type: none"> <li>• Conduct tasks in a safe manner in accordance with OH&amp;S policy.</li> <li>• Protect and respect client information, refraining from sharing confidential information with others.</li> <li>• Deliver services in accordance with Council policies and procedures.</li> <li>• Maintain uniform and wear it in a clean and presentable state.</li> </ul>           | <ul style="list-style-type: none"> <li>• Staff safety is maximised</li> <li>• Confidentiality regarding client information is maintained.</li> <li>• Staff understand and follow Council and Community Care policies and procedures.</li> <li>• Staff are presented in a professional manner.</li> </ul> |

## Position - Organisational Relationships

**Key Internal Contacts:** Community Care staff and Other Council staff as required

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**Key External Contacts:** Clients, contractor staff and the general public

## Position - Delegations

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**Financial Delegations:** Not applicable

**People and Position Delegations:** Not applicable

## Position – Skills and Competencies

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| Accountability and Extent of Authority | <ul style="list-style-type: none"><li>• The officer is responsible for carrying out clearly defined activities and tasks within agreed procedures and work processes.</li><li>• The officer acts under the direction of the Aged &amp; Disability Care Team Leader.</li><li>• The officer has responsibility for providing the highest standard of customer service, including flexibility to respond to urgent tasks, producing documentation and quickly reporting client concerns.</li></ul> |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Judgement and Decision Making          | <ul style="list-style-type: none"><li>• Responsible for advising tasks that require a qualified tradesperson and also being alert to identifying other safety related maintenance issues in a clients home and client health and wellbeing concerns.</li><li>• Guidance and advice is always available.</li></ul>                                                                                                                                                                               |
| Interpersonal Skills                   | <ul style="list-style-type: none"><li>• Ability to communicate with staff and clients with empathy and understanding, and a sensitivity to diverse economic, social and cultural backgrounds.</li><li>• Good written and verbal communication skills.</li></ul>                                                                                                                                                                                                                                 |
| Qualifications and Experience          | <ul style="list-style-type: none"><li>• A minimum of two years' experience in a handyman or property maintenance role, preferably in a Community Services environment.</li><li>• Victorian Drivers License.</li><li>• Availability of a registered vehicle suitable to carry a range of tools and equipment, such as ladders.</li></ul>                                                                                                                                                         |
| Specialist Skills and Knowledge        | <ul style="list-style-type: none"><li>• Ability to use electronic phone and email communication tools.</li><li>• Ability to prepare clear and concise documentation.</li><li>• Strong customer service commitment.</li></ul>                                                                                                                                                                                                                                                                    |

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| Management Skills | <ul style="list-style-type: none"> <li>Ability to manage time, set priorities, plan and organise own work with overall roster.</li> </ul> |
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## What we are all responsible for



### Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



### Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



### Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



### Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

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- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.



## **Safeguarding Children and Young People**

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



## **Workplace Health, Safety and Wellbeing**

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



## **Sustainability**

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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