



# Position Description

## POSITION DETAILS

Position Title:	<b>Maintenance Officer</b>
Reports To:	Administration Manager
Enterprise Agreement:	GRACE Aged Care Victoria Enterprise Agreement 2025-2028
Classification Level/Grade:	Indirect Worker – Level dependent on skills, qualifications and experience

## ABOUT US

Woorayl Lodge Inc. is a not-for-profit aged care facility nestled in the lush, rolling hills of South Gippsland, with pristine beaches nearby. Situated in Leongatha, Woorayl Lodge is conveniently located near many of the region's natural attractions, including Wilson's Promontory National Park, Agnes Falls, and Tarra-Bulga National Park. The surrounding area boasts charming cafes, restaurants, and wineries to delight all palates.

Founded in 1956 by the local Rotary Club, Woorayl Lodge opened on December 14, 1960 with just three permanent residents. Today, it has grown to 41 private rooms in the residential aged care section and 29 independent living units, yet remains a proudly community-owned and run facility with a voluntary Board of Management.

As Woorayl Lodge prepares to break ground on stage one of a new building that will add approximately 40 beds, its commitment to providing specialist residential aged care in small communities remains strong. Woorayl Lodge continues to build long-lasting relationships and thrive within its Gippsland community.

## MISSION, VISION AND VALUES

### Mission

Our mission is to provide services and an environment that **enables** residents to **live the life they choose**.

As a long standing Provider of Aged Care services in a small **community**, Woorayl Lodge understands and accepts the responsibility and the importance of treating each person as an **individual**.

Through open discussions, our team of professionals will listen and work with you to **personalise care and services** to meet your needs and choices, enabling you to “**live the life you choose**”.

At Woorayl Lodge, **we are inclusive** of all people. No matter your background, **you are welcome here**.

Woorayl Lodge is committed to providing a friendly environment that supports a lifestyle of wellbeing.

We recognise that to remain viable and to meet changing market demands in Aged Care, a new facility and expanded services need to be explored.

Woorayl Lodge is building a path to a new facility at Boags Road and is committed to keeping all stakeholders informed in a timely and transparent manner and we look to your feedback at all times.

**Woorayl Lodge is excited to enter a new phase and direction of providing a unique model of care to the Leongatha and South Gippsland communities.**

### **Vision**

“Live the Life You Choose”

### **Values**

Inclusive – Community – Understanding – Individuality – Wellbeing

## **POSITION OVERVIEW**

The Maintenance Officer is responsible for supporting the safety, functionality and presentation of Woorayl Lodge Inc’s buildings, grounds, equipment and infrastructure, contributing to a safe, comfortable and homelike environment for consumers (residents), staff and visitors.

Working under the direction of the Administration Manager, this role undertakes a wide range of internal and external maintenance and repair activities. The Maintenance Officer responds to maintenance requests in a timely and priority-based manner, ensuring works are completed safely, respectfully and with minimal disruption to residents.

This role contributes to planned maintenance programs, identifies risks or emerging issues, and supports continuous improvement in facility safety, compliance and efficiency. Where required, the Maintenance Officer liaises with external contractors and service providers to ensure works are completed in accordance with organisational requirements and relevant legislation.

The Maintenance Officer plays an important role in maintaining a child safe, rights-based and respectful environment. All duties must be performed in a manner that upholds the dignity, privacy, safety and wellbeing of residents, including children who may be present at the service, and in accordance with Woorayl Lodge Inc policies, the Aged Care Act 2024, the Statement of Rights and the Aged Care Quality Standards.

Practices must always be carried out in a manner consistent with:

- The mission, vision and values of Woorayl Lodge Inc
- Woorayl Lodge Inc policies, procedures and Code of Conduct
- The Aged Care Act 2024 (Cth) and Statement of Rights
- The Aged Care Code of Conduct
- The Aged Care Quality Standards
- The Victorian Child Safe Standards
- The Australian Privacy Principles (Cth)
- The Occupational Health and Safety Act 2004 (Vic) and associated regulations

## KEY SELECTION CRITERIA

### Essential

- Demonstrated experience undertaking general maintenance, repairs and facility or infrastructure upkeep in a residential, commercial, industrial or similar environment.
- Ability to safely use hand and power tools relevant to maintenance and repair work.
- Understanding of workplace health and safety requirements, including hazard identification, risk control, safe manual handling and use of PPE.
- Ability to work independently, prioritise tasks and respond to maintenance requests in a timely and organised manner.
- Ability to work respectfully in an environment supporting older people, maintaining professional boundaries, privacy and confidentiality.
- Commitment to upholding residents' rights, dignity, safety and wellbeing in accordance with the Aged Care Act 2024, Statement of Rights and Aged Care Quality Standards.
- Understanding of child safety obligations and willingness to comply with the Victorian Child Safe Standards.
- Ability to communicate clearly and respectfully with residents, colleagues, managers and contractors.
- Ability to complete basic maintenance documentation, records and reports accurately.
- Willingness to obtain and maintain electrical testing and tagging certification.
- Current satisfactory National Police Check (or willingness to obtain).
- Current Victorian Driver Licence.
- Evidence of, or willingness to obtain, annual influenza vaccination (or approved exemption in line with organisational policy).

### Desirable/Highly Regarded

- Recognised trade qualification (e.g. electrical, plumbing, carpentry, fitter/machinist or similar).
- Formal training, qualification or certification in occupational health and safety (e.g. OHS certificate or equivalent).
- Experience developing or contributing to preventative maintenance programs or asset management systems.
- Experience coordinating, supervising or engaging external contractors and service providers.
- Demonstrated ability to diagnose complex faults, assess risks and determine appropriate repair or improvement solutions.
- Experience undertaking minor building works, fabrication, painting, tiling or similar trade-related tasks.
- Ability to work with a high level of autonomy and exercise sound judgement in planning and prioritising work.
- Proficient computer skills, including use of maintenance systems, asset registers or spreadsheets.

## PROFESSIONAL RESPONSIBILITIES

The Maintenance Officer is expected to:

- Work in accordance with Woorayl Lodge Inc's mission, vision and values, policies, procedures and Code of Conduct.

- Perform duties in a manner that upholds the dignity, rights, safety and wellbeing of residents, in accordance with the Aged Care Act 2024, Statement of Rights and Aged Care Quality Standards.
- Maintain a safe, child safe and respectful environment in line with the Victorian Child Safe Standards and organisational child safety policies.
- Undertake maintenance and repair activities safely, efficiently and to an appropriate standard, minimising disruption to residents and operations.
- Comply with workplace health and safety requirements, including hazard identification, risk control, safe manual handling, use of PPE and reporting of incidents or hazards.
- Contribute to planned and preventative maintenance activities and identify emerging risks, faults or improvement opportunities.
- Liaise with external contractors and service providers as required, ensuring work is completed safely and in accordance with organisational and legislative requirements.
- Use tools, equipment, chemicals and materials safely and in accordance with manufacturer instructions and organisational procedures.
- Maintain accurate and timely maintenance records, checklists and documentation in accordance with organisational requirements.
- Protect privacy and maintain confidentiality of resident, staff and organisational information in line with privacy legislation.
- Participate in mandatory training, competency assessments and professional development relevant to the role.
- Actively contribute to a positive, respectful and safety-focused workplace culture.
- Perform other duties within the scope of the role as reasonably directed.

## KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures which reflect the primary functions of the position and should not be interpreted as an exhaustive list of duties and activities.

Key Result Areas	Accountabilities	Performance Measures
<b>Maintenance &amp; Facility Management</b>	<ul style="list-style-type: none"> <li>▪ Undertake day-to-day maintenance, repairs and minor works to buildings, grounds, fixtures and equipment.</li> <li>▪ Respond to maintenance requests in a timely and priority-based manner.</li> <li>▪ Contribute to planned and preventative maintenance activities to reduce breakdowns, safety risks and unplanned repairs.</li> <li>▪ Identify maintenance issues requiring specialist or licensed trades and liaise with external contractors and service providers as required.</li> <li>▪ Support contractor access and monitor works to ensure tasks are completed safely and to the required standard.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Maintenance requests completed safely, efficiently and within expected timeframes.</li> <li>▪ Facilities and grounds maintained in a safe, functional and presentable condition.</li> <li>▪ Preventative maintenance tasks completed as scheduled.</li> <li>▪ Appropriate escalation and coordination of specialist or contractor works.</li> <li>▪ No avoidable safety or compliance issues arising from maintenance or contractor activities.</li> </ul>
<b>Documentation &amp; Compliance</b>	<ul style="list-style-type: none"> <li>▪ Maintain accurate maintenance records, logs, checklists and reports.</li> <li>▪ Complete required documentation related to maintenance, safety and compliance.</li> <li>▪ Support audits, inspections and quality improvement activities as required.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Maintenance documentation completed accurately and on time.</li> <li>▪ Records are current, accessible and audit-ready.</li> <li>▪ Positive contribution to compliance and quality outcomes.</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
<b>Teamwork, Communication &amp; Professional Conduct</b>	<ul style="list-style-type: none"> <li>▪ Communicate clearly and respectfully with residents, staff, managers and contractors.</li> <li>▪ Work collaboratively with colleagues to support smooth day-to-day operations.</li> <li>▪ Maintain professional boundaries, confidentiality and respectful behaviour at all times.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Positive feedback from colleagues and managers.</li> <li>▪ Effective communication and cooperation across teams.</li> <li>▪ Consistent demonstration of professional, respectful conduct.</li> </ul>
<b>Quality &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Work in accordance with Woorayl Lodge Inc policies, procedures and the Aged Care Quality Standards.</li> <li>▪ Identify opportunities to improve maintenance processes, safety, efficiency and facility presentation.</li> <li>▪ Contribute to quality improvement activities, audits and reviews relevant to maintenance and facilities.</li> <li>▪ Provide feedback, suggestions or ideas to support continuous improvement and risk reduction.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrated compliance with organisational policies and procedures.</li> <li>▪ Constructive participation in audits, inspections and quality improvement activities.</li> <li>▪ Practical improvement suggestions raised and implemented where appropriate.</li> <li>▪ Positive contribution to a culture of safety, quality and continuous improvement.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>▪ Perform all duties in accordance with workplace health and safety requirements, including hazard identification, risk control and safe manual handling.</li> <li>▪ Use tools, equipment, chemicals and materials safely and in accordance with organisational procedures and manufacturer instructions.</li> <li>▪ Report hazards, incidents or near misses promptly and take reasonable steps to minimise risk to self and others.</li> <li>▪ Take reasonable care for own health, safety and wellbeing, including managing workload, fatigue and fitness for work.</li> <li>▪ Contribute to a safe, respectful and supportive work environment that promotes the wellbeing of residents, colleagues and visitors.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compliance with workplace health and safety policies and procedures.</li> <li>▪ Accurate and timely reporting of hazards and incidents.</li> <li>▪ Safe work practices consistently demonstrated.</li> <li>▪ Evidence of appropriate self-care, fitness for work and proactive management of own wellbeing.</li> <li>▪ No avoidable safety incidents arising from maintenance activities.</li> </ul>

## PERFORMANCE REVIEW

Performance will be evaluated by the Administration Manager (or delegate) at three months, 5.5 months, 12 months and annually thereafter, or as required.

Performance reviews will assess:

- Demonstration of Woorayl Lodge Inc values and Code of Conduct.
- Compliance with organisational policies, procedures and legislative requirements.
- Safe, effective and timely completion of maintenance and repair activities.
- Contribution to a safe, functional and well-maintained environment for residents, staff and visitors.
- Adherence to workplace health and safety requirements, including safe work practices and incident reporting.
- Participation in quality improvement activities and audits.
- Effectiveness of communication, teamwork and professional conduct.
- Accuracy and timeliness of documentation and record keeping.
- Participation in mandatory training, competency assessments and professional development.
- Reliability, time management and ability to work independently and responsibly.

Woorayl Lodge Inc aims to support development and improvement through a fair, collaborative and supportive review process. Where performance concerns arise, they will be addressed constructively and in accordance with organisational performance and conduct policies.

## EMPLOYEE POSITION DECLARATION

I have read and understand this Position Description and confirm that I have the capacity and commitment to perform the duties described. I agree to comply with Woorayl Lodge Inc policies, procedures, values and Code of Conduct, and to uphold the rights of older people in accordance with the Aged Care Act 2024, Statement of Rights and Aged Care Code of Conduct.

I understand this Position Description outlines the key requirements of my role and may be updated to reflect organisational, operational or regulatory requirements.

### Values Commitment

I commit to demonstrating the values of Woorayl Lodge Inc in my work and interactions:

- Inclusiveness – ensuring all individuals feel welcomed, respected and valued
- Community – fostering connection, belonging and shared purpose
- Understanding – listening and responding with empathy and respect
- Individuality – recognising and supporting each person’s unique needs and identity
- Wellbeing – promoting dignity, comfort, safety and quality of life

I will uphold these values in all aspects of my role and contribute to a positive, rights-based culture that empowers older people to live the life they choose.

**Signature\*:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

*\*If completing electronically, typing your name is acceptable.*