

**POSITION DESCRIPTION**

Our **vision** is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this **vision into reality**, we assist and encourage people facing life’s challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

**Maintenance Team Member - Presbyterian Support Southland**

- Responsible to:** Team Leader Maintenance
- Functional Relationships:** Property and Procurement Manager  
Home Manager  
Director Enliven  
Chief Executive  
All Staff
- Purpose:** To be responsible for PSS’s overall maintenance programmes and ensure the smooth running of the same.
- Responsible for:** Maintenance and caretaking services for all PSS Properties as directed by Team Leader Maintenance and the Property and Procurement Manager.
- Hours of work:** 40 per week, operated on a Team Roster Basis

**Key Qualifications and Experience:**

- Ideally completed a relevant trade or professional qualification
- Ability to investigate maintenance problems and make repairs or manage the repair through the use of Maintenance Contractors
- Experience in building and related trades
- Focus on and commitment to delivering a top quality service
- Ability to carry out minor handyman jobs, i.e. changing of tap washers, clearing of blocked drains, painting, etc.
- Ability to plan and prioritise work programmes with a Resthome/Hospital/Enliven Cottages environment
- Ability to liaise and work with key staff and Maintenance Contractors in a co-operative manner
- Good communication skills
- Well motivated and the ability to work independently
- Ability to work to agreed deadlines
- Commitment to the values of Presbyterian Support Southland/Enliven
- Available for on-call and flexibly in hours/days of work managed by Team Roster
- Current drivers license

**Desirable but not essential as training will be provided**

- Knowledge of hot water boiler systems and the ability to operate and service hot water boilers on a daily basis
- Experience with call bell / pager systems

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**1.0 Provide caretaking and maintenance services**

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**Performance expectations:**

To provide caretaking and maintenance service to the land, buildings, plant and equipment of PSS properties.

**Successfully demonstrated by:**

- Working collaboratively within a dedicated Maintenance Team to achieve desirable outcomes.
- Daily maintenance of hot water boilers on scheduled basis, monitoring fuel usage and ordering fuel from the nominated supplier as required
- Collecting rubbish (ashes, food scraps and other waste) from pre-determined collection points on a daily basis and arranging disposal (including the ordering of skip bin emptying from nominated supplier) on a weekly or as required basis
- Carrying out such caretaking/handyperson jobs and maintenance as required by the Village Manager and directed by the Property Manager. Such jobs to include minor repairs to windows and doors, repairs to furniture, replacement of light bulbs, fluorescent tubes, starters, shifting furniture and other maintenance jobs as required (but not such work as required to be undertaken by a Registered or Qualified Tradesperson)
- Work to be prioritised as per a designated Priority Scale
- Priority 1 work to be done on the day reported. All other work to be programmed in conjunction with the Manager.
- Cleaning of storm water sumps, traps and spouting's at the end of autumn and the end of spring, plus at times when circumstances dictate.
- Cleaning of grounds on a weekly basis and keeping grounds clean to expressed standards.



Employee



Employer

- To liaise with and co-ordinate the on-site activities of the Maintenance Contractors on an as and when required basis.
- Maintain record of Contractor jobs issued and Contractor performance on a daily basis in terms of current Maintenance contracts.
- Maintaining the care call system, monitoring its effectiveness, and being involved in staff education.
- Liaison with the Property Manager regarding upgrading projects (e.g. room redecoration or exterior painting) as identified in the yearly maintenance plan (to be complied on a yearly basis) within a time span agreed with the Manager.
- Undertaking such work as may be required from time to time by various Licensing Authorities and participating in inspections of physical facilities and equipment if required by Property Manager or site Manager.
- Liaising with the site Manager on fire safety matters on an as and when required basis
- Following the process for 'signing off' of maintenance invoices
- Monthly reporting of fuel quantities and site vehicle checks

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## **2.0 Preventative, Programmed and Emergency Maintenance**

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Utilisation of the preventative and programmed maintenance programmes, adhered to and ongoing emergency maintenance, ensuring all work is carried out within the prescribed time scale and budget.

### **Performance Expectations:**

- Annually review the work completed as "Emergency Maintenance" with Property Manager and contributes to budget requests.
- Emergency Maintenance is to meet the requirements of the site.
- Ensure Preventative maintenance schedule is adhered to.
- Logged maintenance work is actioned or reported in a timely manner

### **Successfully Demonstrated by:**

- Reviews completed on time.
- Budgets items identified and presented to Manager.
- Liaison with Property Manager over planned maintenance schedules
- Preventative maintenance checks and actions completed, up to delegated authority limits otherwise to Property Manager for approval. Follow up with Manager of results.
- Any complaints from residents/families and other staff are minimal

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## **3.0 Financial responsibilities**

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### **Performance Expectations:**

- Ensure Presbyterian Support Southland Delegation Policy adhered to.
  - Coding of all accounts to correct cost centers
  - Order using organizational Procurement Process, adherence to all Presbyterian Support Southland policies and procedures relating to ordering of goods

### **Successfully Demonstrated by:**

- No re-coding being required
- All purchasing activities are with approved suppliers and within appropriate delegations.



Employee



Employer

- Monitoring cleaning equipment and materials and ordering new supplies through the centralised ordering process and supplies are maintained at the minimum required levels.

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#### **4.0 Legislative and policy/procedure requirements**

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##### **Performance Expectations:**

- To pro-actively promote the on-going review of organisational policies and procedures that meet the organisation's needs and are aligned with relevant legislation, standards and policy best practice
- Ensure all legislative and policy/procedure requirements are met by maintenance staff, contractors and visitors to the PSS Properties. This includes, but is not limited to, the following Acts and any subsequent amendments:
  - Building Act 1991
  - Health and Safety at Work Act 2015
- To be conversant with legislation relating to long term residential care
- Building Warrant of Fitness compliance
- Legislated Site Compliance

##### **Successfully Demonstrated by:**

- Adherence to Presbyterian Support Southland policies and procedures at all times
- Professional advice and assistance in the review of policies and procedures is provided
- Integrity of policies and associated procedures is maintained
- Policies are accessible to staff
- Maintaining a record of Contractor jobs issued and Contractor performance on a daily basis in terms of current Maintenance Contracts
- Taking all practical steps to ensure a safe working environment compliant with the Building Act 1991 and Presbyterian Support Southland Compliance Agreement
- Ensuring that all equipment will meet occupational and health requirements
- Monitoring the Building Warrant of Fitness Compliance Manual checks and reporting to the Property Manager on a monthly basis.

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#### **5.0 Teamwork**

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##### **Performance Expectations:**

- Ensures that all communication, both verbal and written, is professional, open and honest
- Maintains appropriate confidentiality in relation to all staff residents and organisational matters at all times
- To contribute positively and be an effective team member by:
  - Participating in the development of wider organizational plans and projects
  - Encouraging/facilitating information sharing and skills transfer
  - Establishing effective relationships with Managers/Team Leaders and Staff in the organisation.

##### **Successfully Demonstrated by:**

- Promotes open communication with staff
- Clearly expresses and presents information
- Polite and professional when speaking with colleagues
- Confidentiality is maintained and where necessary explained to staff in an open and honest manner



Employee



Employer

- Shares and supports others in attainment of team goals
- Effective relationships developed and maintained across the organisation

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## **6.0 Occupational Safety and Health**

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Health and safety accountabilities are understood. Outcomes and objectives are reviewed at least annually in the Performance Review process

### **Performance Expectations:**

- Understanding of H&S requirements relevant to the category of tender and subsequent contract.
- Health and Safety Induction, work specific training and required certification is identified and completed for self, staff and all contractors
- Work accidents and incidents are reported as soon as possible after occurrence
- Emergency management information is known and participation in emergency procedures occurs.
- Implements changes resulting from audits and investigations as required.
- Actively initiates and supports health and safety initiatives.
- Take all practicable steps to ensure own safety, and no cause of harm to others by action or inaction
- Perform in accordance with the Health and Safety at Work Act 2015

### **Successfully Demonstrated by:**

- To understand and meet your personal obligations under the Health and Safety at Work Act 2015.
- To understand the importance of and be able to complete incident reports.
- To be aware of your responsibility to report an incident, accident, hazard or near miss and ensure reporting is carried out.
- Demonstrate an adequate knowledge of Health and Safety requirements as a team member.
- Ensure all new hazards are identified and reported and ensure all hazard controls are maintained and adhered to.
- Adhere to all Health and Safety policies and procedures implemented by the Company
- Actively participation in organizational H&S groups.
- All induction, training and certification documentation is on file.
- Hazards are controlled, documented and reviewed annually with reference to Health and Safety Policies.
- All Personal Protective Equipment (PPE), clothing and equipment required in the position is used.
- Accident investigation reports and recommendations are undertaken to prevent recurrence.
- Safe work practices are demonstrated.

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## **7.0 Professional development**

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### **Performance expectations:**

- Maintaining Professional Development



Employee



Employer

**Successfully Demonstrated by:**

- Own educational and personal development needs are identified.
- Keeping up to date with professional issues
- Attending meetings and in-service training.

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**8.0 Other duties**

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**Performance expectations:**

**8.1** This job description includes the main duties and responsibilities of the PSS Maintenance Team Member however you will be required to do other tasks and duties, that would reasonably fall within responsibilities and skills of the role, at the request of the Property and Procurement Manager or Village Manager.

**Successfully Demonstrated by:**

- All additional work completed within negotiated timeframes.
- Any other duties as may be negotiated completed to a satisfactory standard

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**9.0 What we are looking for**

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Ideally the Appointee:

- Will be able to investigate maintenance problems and make repairs or manage the repair through the use of Maintenance Contractors.
- Will have experience in building or related trades
- Will have a focus on and commitment to delivering a top quality service
- Will be able to carry out minor handyman jobs i.e. change over the tap washers, clearing blocked drains, painting etc.
- Will have a knowledge of Hot Water Boiler systems and the ability to operate and service hot water boilers on a daily basis
- Will have knowledge of Building Act and Health and Safety at Work Act 2015 as they apply to Resthome/Hospital/Enliven Cottages environment.
- Will have the ability to cost specific maintenance and minor capital works projects.
- Will have the ability to plan work programmes with a Resthome/Hospital/Enliven Cottages Environment
- Will have the ability to liaise and work with key staff and Maintenance Contractors in a co-operative manner.
- Will have good communication skills.
- Will be well motivated and able to work independently
- Will have the ability to work to agreed deadlines.
- Will have commitment to the values of Presbyterian Support Southland/Enliven
- Will be flexible in hours of work
- Will hold a current drivers licence
- Have a high standard of personal appearance and follow required hygiene protocols



Employee



Employer

Person Specification Details:	
<b>Expertise:</b> Qualifications:	Full NZ drivers licence A trade qualification is desirable
Experience:	Strong project management experience Ability to build strong working relationships both internally with residents and staff and externally with suppliers and contractors Ability to identify and prioritise work to be done as it relates to the smooth running of the organisation
Skills:	
Analytical thinking	Well developed analytical and interpretative skills Excellent literacy skills, report preparation and delivery
Commitment / personal accountability	Business and quality improvement focused Demonstrated financial accountability Ability to be innovative, to question the status quo and adapt to change Has a high standard of personal integrity and professionalism, displays confidentiality trust and discretion in all matters dealt with. Is self motivating and self managing and can be flexible with hours of work.
Decision making / problem solving	Flexibility and willingness to commit to the delivery of results. Able to exercise judgement in problem solving. Ability to cost specific maintenance and capital works projects Ability to plan work programs and to reach agreed deadlines
Interpersonal relations	Highly developed interpersonal and relationship skills Interacts and communicates effectively with others at all levels in order to advance the work of PSS. Work as part of an overall team and be a “team player” Confidential and trustworthy Positive “Can do” attitude
Ability to organise	Has a systematic approach that leads to the thorough and organised successful completion of tasks and projects. Has ability to prioritise, programme and organise work.
Professional / technical expertise	Demonstrates a high level of competence forms opinions and conclusions which are technically sound and well founded, has the ability to carry out minor handyman jobs i.e. change over tap washers, clearing blocked drains, painting etc. Excellent eye for detail with a focus on and commitment to delivering a top quality service. Knowledge of hot water boilers, the ability to operate and service on a daily basis. (On site training will be provided) High standards of personal presentation. Ability to learn / adapt new skills.
Knowledge:	
Computer literacy	Demonstrated ability to utilise technologies relevant to the position.
Cultural awareness	Bi cultural awareness and the ability to adhere to the principals of the Treaty of Waitangi
Legislation – Health & Safety at Work Act 2015	Has a demonstrated working knowledge and understanding of legislation including Health and Safety at Work Act 2015 and its relevance to the position, staff, contracts, suppliers and contractors. Understand and keep current with new trends and changes in legislation
Buildings Act 2004	Knowledge of as it applies to Resthome/Hospital/Enliven Cottages and Townhouse environments.
Privacy Act	Knowledge of as it applies to Resthome/Hospital/Enliven Cottages and Townhouse environments.
PSS Compliance Agreement	Knowledge of as it applies to Resthome/Hospital/Enliven Cottages and Townhouse environments.
Commitment to Organisation	Through example demonstrates commitment to the Organisation and the Charter and Values of PSS





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## **Skills and Behaviours**

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The Presbyterian Support Southland (PSS)/Enliven Skills and Behaviours are the things you should do to demonstrate our vision. The foundation of our vision is as follows, and as an organisation we seek to live our five core values in everything we do.

**RESPECT MANAAKI**

Respect for our heritage

**COMPASSION AROHA**

Compassion with empathy

**FAMILY WHĀNAU**

Celebration of family

**WHĀNUI**

Communities that make a difference

**COMMUNITY IWI WHĀNUI/HĀPORI**

**ACCOUNTABILITY WHAKATAU TIKA**

Holding ourselves accountable

Skills and Behaviours are broken down into components which all work together. As an organisation, we expect all our people to demonstrate these skills and behaviours in everything they do.

**Communication**

Communicates both orally and in writing in a manner which is clear, fluent and to the point, honest and open. Conveys messages in a credible way that holds the audiences attention, including readers and in group and one-to-one situations.

**Client Focus**

Aware of and understands PSS mission and values and delivers services within this context. Monitors and upholds high quality of service, working in a co-operative, respectful manner with colleagues, clients and wider community.

**Self Determination**

Maintains a high level of drive with a positive attitude and enthusiasm towards hard work and meeting challenges.

**Team Work**

Works positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.

**Accountability**

Takes personal responsibility and accountability for own work and performance. Takes timely decisions and commits to clear courses of action. Able to accept things may have been done better not blaming other factors.

**Self Improvement**

Takes responsibility for own development and actively pursues learning and development opportunities.

**Planning and Organising**

Sets clear objectives, plans and organises work of self and team with defined action steps for achieving planned outcomes.

**Problem Solving and Decision Making**

Analyses problems, breaks into core parts, investigates, evaluates and generates appropriate solutions.







**Presbyterian Support  
Southland**

## CHARTER

Our Services



Our **vision** is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

### We seek to live our five core values in everything we do:

#### Respect · *Manaaki*

**Respect for our heritage.** We respect and uphold our Christian foundations and the Treaty of Waitangi as the founding document of our nation. This strong heritage influences our practice and key relationships with churches and tangata whenua. We value and respect the dignity and different strengths of all people: the diversity of their beliefs, cultures, personalities, skills and life experiences.

#### Compassion · *Aroha*

**Compassion with empathy.** We offer support so that all people may find hope, faith, empowerment, and opportunities for learning and growth. We celebrate the team work which brings positive energy, humour and light to our workplace, our clients' lives, and our community.

#### Family · *Whānau Whānui*

**Celebration of family.** We acknowledge the influence of older people, parents, children, family/whānau members and other caregivers on the wellbeing and growth of those they nurture. We offer support to strengthen families/whānau, adding to their own resilience.

#### Community · *Iwi whānui / Hāpori*

**Communities that make a difference.** We work in partnership with a whole network of individuals, organisations and communities that share our vision. We foster inclusion, safety, co-operation and mutual learning within our organisation, with churches, tangata whenua and in the wider Southland community. We value our people, our volunteers and all those who give time, expertise and resources to our work.

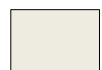
#### Accountability · *Whakatau tika*

**Holding ourselves accountable.** We provide an ethical, professional, quality, financially viable and accessible service. Through open communication, we ensure expectations are clear, we know how well our standards are being achieved, and where we need to keep learning, adapting and improving.

**Making a difference together**



Employee



Employer

**Agreed by:**

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(Job Holder)

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(Property & Procurement Manager's signature)

\_\_\_\_\_

(Date)



Employee



Employer