# Position Description

## 1. General Information

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| **Position Title:** | Trades Assistant (General Maintenance) |
| **Position Reports to:** | Facilities Manager |
| **Enterprise/Individual Agreement:** | Epworth HealthCare Health and Allied Services Enterprise Agreement 2022 |
| **Classification/Grade:** | XHPQ25 |
| **Location:** | Epworth Camberwell and other Epworth sites as requested. |
| **Employment Status:** | Full Time |
| **Resource Management**<br>(for Management positions only)<br>**Number of Direct Reports:**<br>**Budget under management:** | N/A |
| **Key Relationships - internal and external** | Internal: Facilities Manager, maintenance personnel and facilities administrative staff.<br>External: Construction and Maintenance 3rd party contractors (Building, Electrical, Plumbing, etc) |

## 2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life,** reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the Epworth website.

## 2. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy**, which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

## 4. Purpose of the Position

To ensure the safe and efficient operation of the Epworth infrastructure, including the engineering plant and infrastructure, the hospitals building fabric, and associated systems. To ensure the hospital is maintained appropriately and in accordance with the relevant legislation and standards. Based at Epworth Camberwell but able to work at Epworth Hawthorn & TLC sites as required.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

| Clinical Governance Domain | Role |
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| ***Leadership and culture*** | Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation. |
| ***Consumer Partnerships*** | Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible. |
| ***Effective Workforce*** | Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care. |
| ***Clinical Safety and Effectiveness*** | Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved. |
| ***Risk Management*** | Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies. |

## 6. Key Accountabilities

| KEY RESPONSIBILITIES | MEASURES/KPIs TO BE ACHIEVED |
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| **Operation of Facilities department**<br>• Ensure all contractors complete a service report and action any recommendations.<br>• Monitor for adequate levels of relevant spares/materials & order where required<br>• Participate in Emergency Preparedness and relevant Fire Drills<br>• To carry out relevant duties outlined in key responsibilities<br>• Timely completion of mandatory online training<br>• Manage and report from Techone as required<br>• Other duties as directed | As measured by the Facilities Dashboard in TechOne;<br>• Active participation in the Emergency Preparedness<br>• Assist with monitoring and updating of the Facilities asset register<br>• Timely response to work requests<br>• Conversion of work request on Tech 1<br>• Completion of work requests<br>• Reporting<br>• Ensure spare parts and services are ordered as required |

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| • Work at other Epworth Continuing Care sites as required<br>• Undertake and assist in maintenance activities including but not limited to:<br>• Carry out internal preventive checks and requirements as per internal checklist<br>• General building maintenance including replacement of light globes, door locks, windows, tiles, trolleys, etc<br>• Minor painting repairs and maintenance<br>• Minor building repairs and maintenance<br>• Minor plumbing repairs and maintenance<br>• Minor repairs and maintenance to mechanical services (HVAC)<br>• Repairing, relocating furniture and room setups<br>• Vandalism repairs and graffiti removal from hospital premises and grounds<br>• Cleaning gutters & drains<br>• Plant room cleaning<br>• Monitor and replenish medical gases<br>• Carry out in house essential service checks and ensure contractors complete contractual obligations as per AESM<br>• Adhere at all times to safe work practices<br>• Participate in Facilities afterhours 'on call' roster | • Check all contractors are compliant with Epworth induction processes |
| **Team Work**<br>• Presentable & punctual<br>• Works cooperatively and collaboratively with all members of the patient care team<br>• Provides positive and constructive feedback to other team members<br>• Actively participate in team toolbox meetings and team building events | • Attends and actively participates in department and team meetings<br>• Feedback from team members<br>• Minutes from staff meetings are published within the department |
| **Safety and Wellbeing** | • Adhere to infection control/personal hygiene precautions<br>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures |

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| • Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace<br>• Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan | • Mandatory training completed at agreed frequency |
| **Customer Service**<br><br>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.<br><br>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.<br><br>• Provide excellent, helpful service to patients, visitors and staff<br>• Communicate with clear and unambiguous language in all interactions, tailored to the audience<br>• Build customer relationships and greet customers and patients promptly and courteously<br>• Actively seek to understand patients' and their family's (customers) expectations and issues | • Patient and customer service satisfaction surveys within agreed targets<br>• Use AIDET principles in all interactions<br>• Issues are escalated to the manager and resolved in a timely manner |

## 7. Position Requirements/Key Selection Criteria

| COMPONENT | |
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| Qualifications | **Essential**<br>• Trade Certificate or License as applicable |
| Previous Experience | **Essential**<br>• At least 3-5 years experience undertaking maintenance/handyperson duties in a hospital environment. |

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| Required Knowledge & Skills | **Essential**<br>• Prioritisation and time management skills.<br>• Work with managers to ensure high utilisation of available technology.<br>• Sound knowledge of Technology One Maintenance System<br>• Microsoft Word, Office and Excel skills - inclusive of email (outlook) & using file manager to manage files and folders. |
| Personal Attributes & Values<br>All employees are expected to consistently work in accordance with Epworth's values and behaviours<br>• Compassion<br>• Accountability<br>• Respect<br>• Excellence | **Essential**<br>• Demonstrates responsibility for own professional development<br>• Committed to providing a safe environment for patients & staff<br>• Professional work ethic and presentation<br>• Practices within the ethos of the Epworth HealthCare Values & Behaviours<br>• Self-motivated and self-directed<br>• Communication skills that will lead to an understanding of the diverse requirements of the department's various customers. |

**Document Control**

| Date Developed: | Date Last Reviewed: | Developed and Reviewed By (Position Title): |
|---|---|---|
| June 2018 | October 2026 | Facilities Manager |

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____