

**POSITION DESCRIPTION – Maintenance Officer****Part 1 – Expectations for Your Role**

Position	Maintenance Officer
Service / Program	Facilities / Health, Safety & Wellbeing
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Trade or Service Level 1
Reports to	Facilities Team Lead
Effective Date	Jan 2026

Key Deliverables

- Perform general maintenance and repair tasks across Each facilities, including:
 - Replacement of lighting (globes, tubes)
 - Minor plumbing
 - Door hardware repairs
 - Fixtures and fittings
 - Plastering and painting
 - Basic carpentry
 - Other ad-hoc building and site repairs
- Ensure all work is completed in line with:
 - Relevant legislation and regulations
 - Each policies, procedures, and best-practice guidelines
 - WHS requirements, including risk assessments and hazard reporting
- Prioritise WHS-related repairs and actions.
- Minimise disruption to service delivery and building users during maintenance works.
- Deliver high-quality, professional workmanship at all times.
- Demonstrate a proactive, solution focused approach to problem solving and customer service.

Skills

- Basic to intermediate computer skills, including use of building systems and maintenance software.
- Competent in the safe use of hand and power tools.
- Strong communication skills.
- Effective organisation and time management skills.
- Ability to work under direct or routine supervision, completing tasks individually or as part of a team.
- Practical problem-solving skills and a “can-do” approach to daily tasks.

Experience and Knowledge

- Thorough understanding of responsive and cyclical maintenance for both residential and commercial facilities.



- Demonstrated knowledge of property maintenance best practice and data/maintenance management systems.
- Experience working in accordance with WHS standards, compliance requirements, and safe work procedures.
- Understanding of Work Health & Safety obligations in day-to-day maintenance activities.

Qualification/Registrations/Licences

- Current state-based driver's license
- Physically fit and able to work in outdoor environments and varied weather conditions.
- Ability to supply own trade tools (some replacement may be supported by Each, excluding reasonable wear and tear).

Highly Regarded

- Minimum two years' experience in a similar role, ideally within the community or not-for-profit sector.
- White Card (Construction Induction).
- First Aid qualification.

Physical Requirements

- Sit at a computer workstation for extended periods.
- Stand, walk, bend, and move continuously during maintenance tasks.
- Climb stairs and ladders, and access roof spaces or confined areas where necessary.
- Lift, carry, push, or pull items up to 15 kg (e.g., tools, materials, equipment).
- Work outdoors in varying weather conditions (heat, cold, rain).
- Use hand tools, power tools, and maintenance equipment safely and repeatedly.
- Travel between Each locations as required.
- Maintain the physical stamina necessary for manual handling and repetitive movements.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all. These considerations extend to all of our customers inclusive of priority populations.



Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Compliance

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.