



# MAINTENANCE & SUPPORT OFFICER – STORES & FACILITIES

<b>Department:</b>	Stores & Facilities		
<b>Salary:</b>	\$74,058 (pro rata part time)	<b>Classification Code:</b>	Grade 2
<b>Award/Agreement:</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026		
<b>Position created:</b>	October 2024	<b>Date Reviewed:</b>	n/a

<b>PRIMARY OBJECTIVES</b>	<p><b>THE ORGANISATION</b> Sunraysia Community Health Services (SCHS) is a service providing primary and preventive care for our community members who are at risk of poor health outcomes, and experience health disparities. SCHS understands the influence of the Social Determinants of Health (SDoH) upon health inequities experienced by community members. The centrepiece of care at SCHS is providing a client relationship-based care coordination approach, that identifies and attempts to address the SDoH for clients, work with consumers and community members, to structure their care around the context in which they live and work.</p> <p><b>THE PROGRAM</b> The Stores and Facilities department is responsible for: Stores &amp; Facilities; Procurement, supply and delivery of essential goods and services for SCHS ensuring the supply chain is robust and sustainable. Coordination of specific routine repairs including medical and building, general building and ground maintenance, general gardening and grounds cleaning of all sites.</p> <p><b>POSITION PURPOSE</b> Provide support to the Stores &amp; Facilities Coordinator, in the key areas of maintenance, facilities, central Inventory Store, and Grounds across all of the SCHS sites.  Ensure relevant service for SCHS comply with all code and regulations, meet service requirements, provide value for money and ensure a safe and secure work environment for all building occupants and visitors.</p>
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<b>KEY SELECTION CRITERIA</b>	<ul style="list-style-type: none"> <li>High level customer service skills, strong problem-solving skills with a helpful attitude.</li> <li>A high level of initiative to be proactive, and to have the ability to work without direct supervision.</li> <li>High level of attention to details and ability to prioritise, multitask and support management changes to policies and procedures.</li> <li>Good knowledge within the Microsoft Office Suites,</li> <li>Experience and knowledge of SAGE 200 Evolution Accounting Software and SmartTrak Poolcar (preferred but not essential).</li> <li>Physically capable of maintaining and operating various types of equipment.</li> <li>Physically capable of manual handling and working in an outdoor environment.</li> <li>Proven ability to liaise with monitor and direct nominated contractors or preferred suppliers undertaking approved works on the site(s) as necessary.</li> <li>Excellent communication (verbal and written) and interpersonal skills.</li> </ul>
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## SPECIFIC ACCOUNTABILITIES

### 1. Service Provision

- Reports to Stores & Facilities Coordinator.
- Provide support with coordination of maintenance and/or emergency breakdowns of all SCHS locations and Fleet Vehicles.
- Monitor and resolve incoming requests for [Stores@schs.com](mailto:Stores@schs.com) Inbox
- Provide support for the control and monitoring of waste management, including medical waste and emergency biohazard clean up including disposal.
- Complete general maintenance tasks e.g. plastering, painting, hanging pictures, changing clock, furniture placement and other ad hoc requirements.
- Maintenance of all SCHS properties gardens and grounds
- Maintain up to date building /property maintenance and other compliance testing records.
- Contribute to the development of organisational management systems, policies, and procedures, including secure document destruction.
- Participate and contribute to the continuous improvement and OHS committee.
- Receive and reconcile incoming deliveries to Transit area, including internal delivery to recipients.
- Provide support for placement of orders, equipment, supplies, and services.
- Monitor and maintain minimum stock level requirements of SCHS stationary, cleaning supplies and personal protective equipment.
- Other duties as required.

### 2. Teamwork

- Work collaboratively with SCHS staff.

### 3. Stakeholder Engagement

- Significant contact with but not limited to Contractors, Service Providers and Suppliers.

### 4. Service Improvement

- Review and updates of existing policies and procedures.
- Provide feedback to Store & Facilities Coordinator for best practise/service delivery improvements.

### 5. Organisational

- Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices.
- Operate, adhere to and demonstrate organisational Mission, Vision and Values.
- Other reasonable duties as directed.

## CONDITIONS OF EMPLOYMENT

### 1. New employee Probation

New employee appointments are subject to a probationary period of six months. Ongoing employment will be subject to successful performance during this time.

### 2. Organisational Behaviour

All employees are required to abide by organisational policies and procedures, SCHS Code of Conduct and Values, relevant standards including Child Safe Standards, codes of practice as well as various legislation both state and federal including but not limited to OH&S act, Drugs, Poisons and Controlled Substances Act, Public Health and Wellbeing Act, Privacy Act and Health Records Act.

### 3. Professional Standards

All qualified and Nationally Registered professionals are to respect and act in accordance with the laws of the jurisdictions in which they practise. Any professional bodies Codes of Conduct / Ethics / Standards should be interpreted with reference to these laws. The code is not a substitute for requirements outlined in the National Law, other relevant legislation, or case law. Where there is any

actual or perceived conflict between the code and any law, the law takes precedence. The Codes / Standards should also be interpreted with reference to, but not necessarily in deference to, any organisational rules and procedures to which health professionals may be subject.

#### 4. Continuous Improvement & Safety

All employees are required to contribute effectively to SCHS quality management and safety systems by assisting with monitoring and evaluating activities and mechanisms, identifying opportunities for improvement and correcting problems to improve customer care services and experience.