

JOB AND PERSON SPECIFICATION

Title Position	Gardener / Handyman
Classification Code	Engineering / Manufacturing Employee C13
Type of Appointment	Casual
FTE	3-6 Hours per week
Administrative Unit	NAHS
Branch	Aboriginal Environmental Health
Position Created	2017
Review Date	June 2020
Responsible To	Admin

Performance Monitoring

An initial review of performance will be undertaken within three months, and then formally reviewed every 3 months after that based on this position description

Last PDR Date

Next PDR Date 3 months after appointment

Qualifications

Essential

- Self motivated and good time management
- A South Australian current driver's licence
- Working with Aboriginal People and Communities

Desirable

Special Conditions

- The incumbent will be required to strictly observe the confidentiality of information received and given.
- Successful applicant must be prepared to submit to a Police Security Check and DCSI check

Salary / Award

Manufacturing and Associated Industries and Occupations
Award 2010
C13 Engineering/manufacturing employee- level 2

JOB AND PERSON SPECIFICATION APPROVAL

All excluding senior positions



Date: 28/10/19

**Chairperson,
Nunyarra Aboriginal Health Service Inc**

POSITION INFORMATION DOCUMENT

Grade Characteristics

The Gardener / Handyman position is defined at the Engineering / Manufacturing employee Level 11 by the virtue of the requirements to:

- Works in accordance with standard operating procedures
- Works under direct supervision wither individually or in a team environment
- Understands and undertakes basic quality control / assurance procedures including the ability to recognise basis quality deviations / faults
- Follows safe work practices and reports workplace hazards

Position Summary

This position is responsible for specific and general minor maintenance of all associated health service plant, equipment, buildings, and client / community houses as required including rubbish collection and removal and gardening.

You will provide a high standard of customer service to the community, clients, staff, and the Board, contributing to a positive image of Nunyara.

You will have commitment to the best interests of Nunyara and continuous quality improvement and assist the organisation through co-operation in meeting outcomes and objectives allocated to you.

Position Characteristics

The Gardener / Handyman is responsible for a range of tasks including:

- Maintaining confidentiality and privacy of clients, staff, and stakeholders always by continuously improving knowledge and understanding of ethical behaviours within an Aboriginal health service
- Have a good understanding of, and be proficient in written & spoken English
- Ensure safe work environment for self, clients, staff, and visitors including identification and reporting of hazards and risks immediately
- Undertake mandatory training as deemed necessary
- Participate in performance development reviews
- Uphold the Nunyara code of conduct, values, behaviours and expectations
- Hold a current driver's licence and provide evidence of compliance
- Some out of hours work may be required
- Hold a current police check / DCSI check
- Some casual driving/ passenger transport may be required to be paid at separate casual driver rate under Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020.

Organisation

Supervisor reports to: CEO
Supervisor's position: Admin staff
Subject's position: Handyman / Maintenance Officer
Staff Supervised: Nil

Other positions within the Organisation

CEO	Clinical Co-ordinator
Practice Manager	Aboriginal Maternal Infant Care Practitioner
Admin and Finance Co-ordinator	Aboriginal Health Practitioners
Reception and Admin Officers	Aboriginal Health Workers
Transport Officers	Chronic Care Coordinator
Tackling Smoking Officer	Visiting Specialist and Patient Journey Coordinator
ICT Network Manager	General Practitioners
IT Support Officers	Registered Nurses
NDIS Support Workers	Special Projects Coordinator
Visiting specialists & Health Professionals including:	
Respiratory Nurse - Diabetes Educator – Dietician – Podiatrist – Optometrist – ENT – Audiology – Endocrinologist - Paediatrician	

KEY PERFORMANCE INDICATORS

Summary

The Gardener / Handyman will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and should be utilised as an ongoing tool to evaluate the position and service provided.

Key responsibilities, outcomes and measures

Timeframe	RESPONSIBILITIES & KEY TASKS	Action	PERFORMANCE MEASURE / INDICATORS	Achieved ✓ Not achieved ✗ Comments
Daily	Garden maintenance	Maintain gardens and properties on and off site as directed, as per job sheet in handyman folder.	Feedback from clients and supervisor is positive	
Daily	General handyman duties	Carry out basic handyman or maintenance duties as directed at Nunyara or advise if work is outside scope so that an external contractor can be organised by Admin.	Feedback from clients and supervisor is positive	
Continual	Comply with Work Health and Safety obligations	Ensure safe work environment for self, clients, staff, and visitors including identification and reporting of hazards and risks immediately	Hazard or near miss reports are completed	
		Electrical and hazardous equipment is not to be tampered with unless prior approval is granted from qualified person	Feedback from supervisor is positive	
		Assist all Nunyara staff and visitors with manual handling requirements when required including refilling of water cooler bottles	Feedback from clients and supervisor is positive	
		Maintain correct, safe, effective, and economic use of equipment and supplies	Compliance is demonstrated	
		Participate in work health and safety training within Nunyara	Compliance is demonstrated	
		Always comply with Work Health and Safety legislation including wearing appropriate PPE	Compliance is demonstrated	

Timeframe	RESPONSIBILITIES & KEY TASKS	Action	PERFORMANCE MEASURE / INDICATORS	Achieved ✓ Not achieved ✗ Comments
Daily	Maintain confidentiality & Privacy	Maintaining confidentiality and privacy of clients, staff, and stakeholders at all times by continuously improving knowledge and understanding of ethical behaviours within an Aboriginal health service	Reports of breaches of confidentiality are not occurring	
		Acknowledge and report all compliments, suggestions, and complaints	Feedback from clients and supervisor is positive	
Ongoing	General / Quality Improvement	Maintain sufficient stock, material, and tools necessary to complete tasks. If stock is required liaise with Nunyara Administration team regarding purchasing in line with company policies.	Feedback from clients and supervisor is positive	
As required	Passenger Transport	Act as a relief transport driver for Nunyara if required. This will involve transporting patients to and from their home to medical appointments at Nunyara or other locations.	Patients are transported appropriately and in a timely manner. Bus is wiped down between clients if directed.	
		Maintain driver workflow by communication with other drivers/ staff regarding pick-ups and drop-offs	Feedback from clients, other staff and supervisor is positive	

1. Teamwork and communication:

- Develop awareness of role and promote positively
- Promote services offered by Nunyara Aboriginal Health Service Inc
- Maintain positive working relationships with other team members and visiting professionals
- Contribute to internal meetings
- Develop skills in problem solving and enhance communication with people from a diverse range of backgrounds
- Contribute to the delivery of culturally appropriate services for Aboriginal people
- Contribute to the development of team goals
- Develop skills and confidence in resolving conflict in the workplace
- Have a good understanding of, and be proficient in written & spoken English

2. Documentation and administration:

- Ensure that all documentation is accurate and completed in a timely manner regarding client privacy, security of client records and confidentiality
- Observe principles of client confidentiality
- Develop an ability to identify & report all health & safety risks, accidents, injuries, property damage and mishaps at the workplace utilising appropriate procedures
- Ensuring accurate time sheets are completed and submitted on time
- Ensure work schedule is accurately maintained
- Assist with security measures, namely: building security, vehicle keys, confidential documentation, mobile phones, and public amenities

3. Quality improvement - Demonstrate commitment to continuous quality improvement through the following:

- Participate in quality improvement activities as directed
- Participation in appropriate educational opportunities to enhance the skills required for the position and the completion of all required mandatory training
- Participate in, and contribute to work health & safety activities to ensure a safe work environment for clients, staff, and visitors

4. Personal and professional development

- Develop necessary knowledge and competencies through education / staff development / instruction, demonstrating appropriate progress requirements of education course(s).
- Practicing within own area of competence and qualification
- Developing and maintaining personal knowledge and competencies by participating in a range of performance appraisal and development activities
- Attend staff meetings and in-service programs
- Informing the Manager when tasks or responsibilities are outside competency;

5. Customer service

- Act in a professional manner always when dealing with internal & external clients and agencies by:
- Respecting the values and wishes of clients and encourage consumer participation in decisions that effect them
- Actively always work to promote the organisation and colleagues in a positive manner both internally and externally
- Promoting positive and harmonious relationships between clients, relatives, and staff.
- Being prompt and providing courteous service to clients, families, carers, and colleagues in a timely and efficient manner
- Promote services that are culturally appropriate to the consumer
- Being responsive to telephone inquiries which includes the identification of self and facility / department
- Be aware of and respecting the needs of colleagues
- Maintain a courteous, efficient & effective customer service both in person and by telephone;

6. Participate as an effective member of the Nunyara Aboriginal Health Service team:

- using and promoting effective communication and interpersonal skills;
- Participating in team meetings, staff meetings, and other health service meetings and committees as required.
- Utilising appropriate resources effectively and efficiently;
- Providing various client related tasks as appropriate and directed

GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- Complying with workplace policies and procedures
- Participating in all activities associated with the management of workplace health and safety.
- Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace.
- Develop a working knowledge and understanding of Infection Control policies and procedures and using appropriate personal protective equipment.
- Develop an awareness and compliance of Equal Employment Opportunity principles.
- Regularly participate in personal performance development reviews.
- Participation in continuous quality improvement programs and accreditation activities.
- Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Human Services, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers.



- Ensure cultural sensitivity is maintained by attending and contributing to learning in diversity of cultural awareness and cross cultural training, with a frequency to be determined as appropriate by the organisation.
- All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.

Acknowledge by Occupant:

.....

Date: / /

.....

Please print Name

SELECTION CRITERIA

Essential Minimum Requirements [including qualifications, skills, experience and knowledge]

- Current driver's licence and good driving record
- Willingness to work with people from Aboriginal communities and groups in a way that demonstrates empathy and cultural safety
- Ability to be self motivated, have good time management skills and be responsible for work activities under direction
- Written and verbal communication skills;
- Undertake training and development relevant to position
- Demonstrated Gardener / Handyman skills
- Ability to use discretion and maintain confidentiality;
- A knowledge and understanding of Work Health and Safety, and Equal Employment legislation;

Desirable Characteristics (to distinguish between applicants who have met all of the essential requirements)

- Prior work in this field