Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	Maintenance Assistant
Position ID	
Department	Maintenance
Award	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Classification	Dependent on qualifications
Employment Type	Part Time
Reports To	Maintenance Team Leader
Direct Reports	NA
Date Document Approved	August 2026
Approved by	People and Culture Officer
Purpose of Position	
The primary purpose of this role is to support the effective delivery of home care services alongside the ongoing maintenance and upkeep of the organisation's facilities, assets, and grounds. This position is responsible for carrying out a range of general, preventative, and responsive maintenance tasks to ensure a safe, functional, and well-presented environment for clients, residents, staff, and visitors. Working under the direction of the Maintenance Team Leader, the role contributes to maintaining compliance with safety and regulatory standards, while also supporting the organisation's commitment to high-quality service delivery within the community. The position requires a proactive and flexible approach, balancing client-focused home care support with practical maintenance duties to enhance both service outcomes and the overall environment.	

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
Home Care Service Delivery	• Deliver home care services to clients in Rochester and surrounding communities • Ensure services meet individual client needs and care standards • Client satisfaction and feedback • Timeliness and reliability of service delivery
Grounds Maintenance & Presentation	• Perform gardening tasks including mowing, weeding, spraying, and tidying • Maintain the overall appearance of the health service grounds and outdoor areas

	• Ensure a safe, clean, and welcoming environment • Grounds maintained to a high visual and safety standard • Completion of scheduled maintenance tasks
Building & Equipment Maintenance	• Undertake basic repairs and maintenance of buildings, infrastructure, and equipment • Support upkeep of mechanical equipment where appropriate • Maintain functionality and appearance of facilities • Timely completion of repair requests
Facilities Support & Logistics	• Move furniture and equipment to support repairs, upgrades, and operations • Maintain workshops in a clean, organised, and functional condition • Assist with setup and preparation of spaces as required • Efficiency and safety of equipment/furniture handling • Responsiveness to operational support requests
Compliance, Inspection & Safety	• Conduct inspections and testing to meet regulations and best practice • Identify and address risks or maintenance issues proactively • Maintain compliance with safety and operational standards
Contractor & Team support	• Assist and accompany contractors performing work on-site • Support smooth coordination of maintenance and repair activities • Undertake additional duties aligned with skills and qualifications
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to **Growing Together: Our People. Our Culture. Our Future.**	• Consistently demonstrates behaviours aligned to REDHS values in daily practice. • Treats consumers, colleagues and community members with respect, fairness and professionalism. • Takes personal accountability for actions, follows through on commitments and raises concerns appropriately. • Contributes positively to team culture and psychological safety. • Participates in engagement, learning and improvement activities that strengthen service quality and sustainability. • Uses organisational resources responsibly and supports environmentally and financially sustainable practices.

Key Relationships

Internal Relationships
Maintenance Team Leader - Primary point of direction and supervision, receives work priorities, schedules, and guidance and reports on maintenance issues, progress, and risks **Home Care / Community Care Team** - Coordinate delivery of home care services, support client-related requests and scheduling and share information relating to client needs and property conditions

Other maintenance staff - Collaborate on larger maintenance tasks and projects, share knowledge, tools, and resources and support team-based problem solving.
External Relationships (Community, Industry etc)
Contractors & Tradespeople - Coordinate and assist with maintenance, repairs, and upgrades. Provide site access, guidance, and support during works and ensure work is completed safely and to required standards. **External Home care Clients and Community Members** - Provide home care and maintenance support in client homes, maintain a professional, respectful, and customer-focused approach and respond to client needs and feedback effectively

Key Selection Criteria & Capabilities

Key Selection Criteria
Qualifications
• Trade Qualification
Essential Registrations
• Demonstrated well developed interpersonal, written and verbal communication skills that enable effective communication with consumers, suppliers and colleagues • Experience in general maintenance • Experience in general grounds maintenance • Demonstrated experience utilizing IT&C systems including Microsoft Office Suite of applications • Knowledge of Occupational Health and Safety • Current Victorian Driver's Licence • Current National Police Record Check, Working With Children Check and NDIS Worker Screening Check • Current Influenza Vaccination (FluVax)
Technical and Professional Capabilities
• Have a comprehensive knowledge base and experience in general maintenance and gardening duties • Able to operate both in a team situation as well as unsupervised • Physically fit and able to work outdoors • Demonstrated well developed interpersonal, written and verbal communication skills • Demonstrated experience utilizing ITC systems including Microsoft Office Suite of applications • Current Victorian Driver's Licence
Personal & Leadership Capabilities
• Customer Service focus • Proven ability to be motivated and to have high ethical standards and well-developed organisational skills • Ability to set up and maintain ongoing procedures for monitoring of quality systems and completion of tasks within set time frames • Quality orientation and attention to detail • Demonstrable high level of interpersonal skills both written and verbal and the ability to deal with sensitive matters in confidence

Growing Together – Our People. Our Culture, Our Future.

REDHS Values and Behaviours
Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks

associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.	
R	**Reliability** We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
E	**Engagement** We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
D	**Diversity** We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	**Hospitality** We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	**Sustainability** We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

Employment Obligations

Employment Principles
REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure: • Employment decisions are based on merit and employees are treated fairly and reasonably • Employees have a reasonable avenue of redress against unfair or unreasonable treatment • Equal employment opportunity is provided • Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006
Professional Conduct and Organisational Compliance
Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.
Personal Centred Care
All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.
Work Health Safety & Risk
All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.
Clinical Practise Requirements (Clinical roles)
Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.
Employment Conditions
Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working With Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with

REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements

Position Review
• This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee. • Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working With Children Check and, where applicable, an NDIS Worker Screening Check. • This document outlines the general duties and responsibilities of the role and is not exhaustive. • An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

Acceptance of the Position	
This Position Description: • Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct. • May be amended from time to time in consultation with the employee. • Reflects the general duties and responsibilities of the role and is not intended to be exhaustive. By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.	
Name	
Date	
Signature	