

<b>Te Whatu Ora</b> Health New Zealand Te Matau a Māui Hawke's Bay	<b>POSITION TITLE</b>	<b>Team Worker</b>		
	<b>DIRECTORATE</b>	Financial Services	<b>DEPARTMENT</b>	Facilities/Maintenance Services
	<b>REPORTING TO (operationally)</b>	Maintenance Supervisor	<b>REPORTING TO (professionally)</b>	Maintenance Supervisor
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	This role covers the maintenance, cleaning and repairs of plant, equipment and buildings in the Maintenance Service within Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay Staff reporting - 0 Direct - 0 Indirect			
<b>PURPOSE OF THE POSITION</b>	<i>Carry out assigned tasks efficiently and effectively</i> <i>Be proactive in providing excellent customer service</i> <i>Meet the departments KPI's</i> <i>Provide support to Maintenance trades staff as required</i>			
<b>KEY DELIVERABLES</b>	<p><b>Provide a quality maintenance service</b></p> <ul style="list-style-type: none"> <li>▪ Assigned work is completed in an efficient and effective manner</li> <li>▪ Assigned work is prioritised and self managed to meet timeframes</li> <li>▪ Customers are kept informed on the progress of their work at all times</li> <li>▪ Customers are contacted if requested work cannot be completed within requested time frames</li> <li>▪ Lead Carpenter is kept informed where work cannot be completed on time</li> <li>▪ Continuous quality improvement is demonstrated</li> <li>▪ Equipment and supplies are used economically and efficiently</li> <li>▪ Open channels of communication with all staff and significant others are maintained</li> <li>▪ Documentation and records are maintained accurately and up to date and in accordance with Te Matau a Māui, Hawke's Bay policies, standards and legal requirements</li> </ul> <p><b>Operational Activities</b></p> <ul style="list-style-type: none"> <li>▪ Annual warrant of fitness check on all wheelchairs</li> <li>▪ Repairs on a variety of hospital equipment</li> <li>▪ Cleaning of vents, ducts and associated plant</li> <li>▪ Washing buildings e.g. moss, lichen, grime</li> <li>▪ Shifting furniture, equipment and other items</li> <li>▪ Checking cleaning and unblocking gutters and downpipes</li> <li>▪ Planned and general maintenance work within skill level</li> <li>▪ Carry out work assigned by the Head Gardener</li> </ul> <p><b>Carryout assigned work in an efficient and effective manner</b></p> <ul style="list-style-type: none"> <li>▪ Coordinate and sequence work appropriately and monitor progress</li> <li>▪ Adequate supplies of materials and spare parts are available by planning work and communicating to manager when necessary</li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b>Work as part of a multi-disciplinary team to achieve the best possible maintenance outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Assist trades staff as required</li> <li>▪ Liaison maintained with other maintenance staff to programme and complete work</li> <li>▪ Participate in appropriate meetings, team briefings and information sessions</li> <li>▪ Professionalism is displayed at all times and in all dealings with customers</li> <li>▪ Display teamwork and engender trust</li> <li>▪ Participate in training needs analysis and undertake identified learning, development and career opportunities</li> <li>▪ Raise issues affecting service provision</li> </ul> <p><b>Undertake any other related duties as requested by the Maintenance Supervisor</b></p> <ul style="list-style-type: none"> <li>▪ Undertake all reasonable requests as directed by the Lead Carpenter, Supervisor / Manager</li> </ul>			

HEALTH & SAFETY RESPONSIBILITIES	<p>Te Matau a Māui, Hawke’s Bay is committed to maintaining and promoting the health &amp; safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> <li>• Not to do anything that puts your own H&amp;S at risk</li> <li>• Not to do anything that puts others H&amp;S at risk</li> <li>• To follow all health and safety policies and procedures</li> <li>• To follow all reasonable health and safety instructions</li> </ul> <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
KEY COMPETENCIES	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>▪ <i>Open and responsive to customer needs</i></li> <li>▪ <i>Demonstrate an understanding of continuous quality improvement</i></li> </ul>	
KEY WORKING RELATIONSHIPS	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ <i>Customers</i></li> <li>▪ <i>Lead Carpenter</i></li> <li>▪ <i>Maintenance Supervisor</i></li> <li>▪ <i>Maintenance Manager</i></li> <li>▪ <i>Patients and visitors</i></li> <li>▪ <i>Grounds staff</i></li> <li>▪ <i>Trades Staff</i></li> <li>▪ <i>Asset Administrator</i></li> <li>▪ <i>Facilities Staff</i></li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>▪ <i>General Public</i></li> <li>▪ <i>Contractors</i></li> </ul>
DELEGATION AND DECISION	<p><i>Work under the direction of the Lead Carpenter</i></p>	
HOURS OF WORK	<p>80 per fortnight</p>	
EMPLOYMENT AGREEMENT & SALARY	<p>Maintenance Trades and Related Services Multi-Employer Collective Agreement</p>	
DATE	<p>November 2022</p>	
EXPENDITURE & BUDGET ACCOUNTABILITY	<p>Nil</p>	
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> <li>▪ Effectively managing time and prioritising workload to ensure work is completed within the agreed time</li> </ul>	

## ESSENTIAL CRITERIA

### Qualifications

- Nil

### Experience

- General experience working in a maintenance environment
- Understanding of maintenance systems and principles
- A positive attitude to change
- Willingness to carry out a wide variety of tasks
- Must be prepared to work safely in a variety of weather conditions
- Willingness to undertake training
- Shows commitment to, and demonstrates the behaviours of the health sector

### Business / Technical Skills

- Sound skill base across a range of trade fields
- Good basic all round computer skills (NZQA Level 2)
- Good interpersonal skills
- Mental and physical health status appropriate to the position
- Ability to work independently

### Key Attributes

- Effective communication skills
- Positive attitude with problem solving focus
- Flexible to meet the needs of the hospital

### Effectively Engaging with Māori –

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

### Physical requirements for role:

- Agility
  - Able to kneel
  - Able to squat
  - Able to raise arms above head
  - Able to reach arms out in front
- Fitness
  - Able to walk up 2 flights of stairs without stopping
  - Able to walk 2 kms without stopping
- Strength
  - Able to do 10 full press ups
  - Able to do 10 squats

### Vaccination status for role:

All staff must be vaccinated annually for Influenza and full COVID-19 vaccinations as per mandated by the Ministry of Health

## DESIRABLE CRITERIA

### Qualifications

- NZQA Level 3 equivalent in applicable field

### Experience

- Experience using CMMS

### Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.



## Our Vision and Values

*Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay*

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



### HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

### ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

### RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

### TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.

