

<b>Te Whatu Ora</b> Health New Zealand Te Matau a Māui Hawke's Bay	<b>POSITION TITLE</b> 	<b>Maintenance Lead Carpenter</b>		
	<b>DIRECTORATE</b>	Finance	<b>DEPARTMENT</b>	Facilities/Maintenance Services
	<b>REPORTING TO (operationally)</b>	Maintenance Supervisor	<b>REPORTING TO (professionally)</b>	Maintenance Manager
<b>DIRECTORATE RESPONSIBILITIES &amp; DIRECT REPORTS</b>	<p><i>This role covers the Maintenance Carpenter Services in Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay</i></p> <p><i>Staff reporting - Nil Direct</i></p> <p><i>- One Carpenter Indirect</i></p>			
<b>PURPOSE OF THE POSITION</b>	<ul style="list-style-type: none"> <li><i>To provide a quality maintenance service to Hawkes Bay District Health Board.</i></li> <li><i>To provide leadership and coordination of the carpentry service.</i></li> <li><i>To provide advice to other Maintenance Services staff.</i></li> <li><i>To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Maintenance Service.</i></li> <li><i>Delivery of departmental KPI's</i></li> <li><i>To recognise and support the delivery of the Hawkes Bay Health sector vision.</i></li> </ul>			
<b>BACKGROUND</b>	<ul style="list-style-type: none"> <li><i>Maintenance Services manages and undertakes maintenance and minor capital works projects for Hawkes Bay District Health Board which includes Hawkes Bay Hospital, Napier Health Centre and other smaller sites.</i></li> <li><i>Where Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay does not employ specialist skills as part of its own team, Maintenance Services must assess, engage and monitor contracted specialists.</i></li> <li><i>The work is generally within the hospital environment. Work must often be completed urgently to ensure patient well-being and comfort. Work must also be completed at appropriate times to minimise disruption to patients and staff.</i></li> </ul>			
<b>LEAD DELIVERABLES</b>	<ul style="list-style-type: none"> <li><i>Provide direction to indirect reports on a daily basis to assist them with determining work priority and best utilising the skills of the team.</i></li> <li><i>Work with Maintenance Supervisor on a daily basis to allocate resourcing to achieve maintenance KPIs.</i></li> <li><i>Provide technical support to trade staff to achieve effective and timely solutions.</i></li> <li><i>Identify repeat plant or equipment failure and trace root cause to achieve robust long term solutions.</i></li> <li><i>Work with maintenance leadership team to implement or improve preventative maintenance practices.</i></li> <li><i>Drive Health and Safety in the work place, leading by example and ensuring correct practices are carried out by other staff.</i></li> </ul>			
<b>KEY DELIVERABLES</b>	<p><b><i>Provide a quality maintenance service</i></b></p> <ul style="list-style-type: none"> <li><i>Assigned maintenance work is completed in an efficient and effective manner.</i></li> <li><i>Initiative is used to identify potential equipment and building problems and those problems are investigated, assessed and reported to the Maintenance Supervisor.</i></li> <li><i>Services provided in carpentry specialist area including maintenance of buildings and equipment, glazing, door hardware and locks. General light construction including painting, gib stopping, etc.</i></li> <li><i>Professional judgment is exercised in practice.</i></li> <li><i>Continuous quality improvement is demonstrated.</i></li> <li><i>Ensure work is completed with required time-frames.</i></li> <li><i>Promote and facilitate sound energy management practice.</i></li> <li><i>Owns trades expertise and knowledge is maintained through appropriate professional development.</i></li> <li><i>Professional registrations, practicing licence, etc. are maintained in accordance with legal requirements.</i></li> <li><i>Equipment and supplies are used economically and efficiently.</i></li> </ul>			

<p><b>KEY DELIVERABLES</b></p>	<ul style="list-style-type: none"> <li>• <i>Technical problems and solutions are discussed with customers to their satisfaction.</i></li> <li>• <i>Work with and direct contractors as required.</i></li> <li>• <i>Open channels of communication with all staff and significant others are maintained.</i></li> <li>• <i>Documentation and records are maintained accurately and up to date and in accordance with Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke’s Bay policies, standards and legal requirements.</i></li> </ul> <p><b>To work as part of a multi-disciplinary team to achieve the best possible maintenance outcomes</b></p> <ul style="list-style-type: none"> <li>• <i>Liaison maintained with other trades to programme and complete work.</i></li> <li>• <i>Communicate effectively with Maintenance Supervisor and other staff, including raising issues on maintenance standards, request consultation and share knowledge with team members.</i></li> <li>• <i>Participate in appropriate meetings, team briefings and information sessions.</i></li> <li>• <i>Professionalism is displayed at all times and in all dealings with customers, staff and the public.</i></li> <li>• <i>Wear uniform and security ID as directed by Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke’s Bay to identify you as a member of the Facilities Maintenance Team.</i></li> <li>• <i>Display teamwork and engender trust.</i></li> <li>• <i>Participate in training needs analysis and undertake identified learning, development and career opportunities.</i></li> <li>• <i>On occasion work as part of a capital project team sharing specific site and equipment knowledge.</i></li> <li>• <i>Raise issues affecting service provision and maintenance of standards.</i></li> <li>• <i>Provide technical support and advice regarding your specific trade skills to apprentices and other members of the maintenance staff as appropriate.</i></li> </ul> <p><b>Maintain familiarity with Standards and Regulations</b></p> <ul style="list-style-type: none"> <li>• <i>Appropriate application of Building Code, standards and regulations relevant to hospital building, other relevant standards and relevant Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke’s Bay policies.</i></li> <li>• <i>Permits are obtained where necessary.</i></li> </ul> <p><b>Carryout assigned work in an efficient and effective manner</b></p> <ul style="list-style-type: none"> <li>• <i>Task frequencies are reviewed and optimised to balance planned servicing and breakdown work.</i></li> <li>• <i>Coordinate and sequence work appropriately and monitor progress.</i></li> <li>• <i>Adequate supplies of materials and spare parts are available.</i></li> <li>• <i>Workshop and other work areas are kept in clean and tidy condition.</i></li> </ul> <p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• <i>Open and responsive to customer needs.</i></li> <li>• <i>Communicate task status relating to progress, delays, completion, etc. to the customer in a timely manner.</i></li> <li>• <i>Demonstrate an understanding of continuous quality improvement</i></li> <li>• <i>Ensure patient confidentiality</i></li> </ul> <p><b>Undertake any other related duties as requested by members of the senior maintenance leadership staff</b></p> <ul style="list-style-type: none"> <li>• <i>Under take all reasonable requests as directed by any member of the senior maintenance leadership staff.</i></li> </ul>
<p><b>HEALTH &amp; SAFETY RESPONSIBILITIES</b></p>	<p><b>Te Whatu Ora - Health New Zealand, 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:</b></p> <ul style="list-style-type: none"> <li>• <i>Displays commitment through actively supporting all health &amp; safety initiatives.</i></li> <li>• <i>Ensures all staff/colleagues maintain adequate safety standards on the job through consultation, training and supervision.</i></li> <li>• <i>Ensures own and others safety at all times.</i></li> <li>• <i>Familiarise self with the safe operation of any equipment used in the course of employment.</i></li> <li>• <i>Wears appropriate personal protective equipment as required.</i></li> <li>• <i>Assist in ensuring the physical environment &amp; equipment is safe and functional.</i></li> <li>• <i>Complies with policies, procedures and safe systems of work.</i></li> <li>• <i>Reports all incidents/accidents, including near misses in a timely fashion.</i></li> <li>• <i>Is involved in health and safety through participation and consultation.</i></li> </ul> <p><i>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</i></p>

<b>KEY WORKING RELATIONSHIPS</b>	<table border="1"> <tr> <td> <p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>• Maintenance &amp; Engineering Manager</li> <li>• Maintenance Manager</li> <li>• Maintenance Supervisor</li> <li>• Maintenance Trade Leads</li> <li>• Carpenter</li> <li>• Maintenance Staff</li> <li>• Capital Projects Team</li> <li>• Stakeholders across Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay</li> <li>• Patients</li> </ul> </td> <td> <p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>• Service Contractors</li> <li>• General Public</li> <li>• Suppliers</li> </ul> </td> </tr> </table>	<p><b>INTERNAL</b></p> <ul style="list-style-type: none"> <li>• Maintenance &amp; Engineering Manager</li> <li>• Maintenance Manager</li> <li>• Maintenance Supervisor</li> <li>• Maintenance Trade Leads</li> <li>• Carpenter</li> <li>• Maintenance Staff</li> <li>• Capital Projects Team</li> <li>• Stakeholders across Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay</li> <li>• Patients</li> </ul>	<p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>• Service Contractors</li> <li>• General Public</li> <li>• Suppliers</li> </ul>
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<b>DELEGATION AND DECISION</b>	<p><i>Works under the general direction of the Maintenance Supervisor</i></p> <p><i>Works autonomously with a high degree of independence</i></p> <p><i>Maintains relationships with customers</i></p>		
<b>HOURS OF WORK</b>	<i>80 per fortnight</i>		
<b>EMPLOYMENT AGREEMENT &amp; SALARY</b>	<i>Maintenance Tradespersons and their Assistants Collective Employment Agreement</i>		
<b>DATE</b>	<i>May 2022</i>		
<b>EXPENDITURE &amp; BUDGET ACCOUNTABILITY</b>	<i>Within limits delegated by the Maintenance Supervisor</i>		
<b>SCOPE &amp; COMPLEXITY</b>	<p><i>Effectively managing own and carpenters time and prioritising workload to ensure work is completed within the agreed times.</i></p> <p><i>Managing customers and other stakeholders across Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay</i></p> <p><i>Providing advice to Maintenance and Facilities staff on building issues</i></p>		

## ESSENTIAL CRITERIA

### Qualifications

- *Trades Certificate or New Zealand Certificate in Carpentry (Level 4) or equivalent*

### Experience

- *Experience leading staff and managing workloads*
- *Minimum 5 years experience as a carpenter*
- *Experience as a carpenter working across the range of carpentry tasks including general building*

### Knowledge

- *Knowledge of joinery, locks and glazing*
- *Sound knowledge of the Building Code*

### Leadership Competencies

- *Credibility and integrity (embraces professionalism and ethical practice)*
- *Proven ability to manage staff and work collaboratively*
- *Ability to grasp implications of a situation quickly*

### Key Attributes

- *Effective verbal and written communication*
- *Positive attitude with problem solving focus*
- *The ability to prioritise work for completion and to meet externally imposed time frames*
- *Ability to promote Maintenance Services*

### 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:

- *Have the physical ability to spend a good portion of the working day commuting around the Hospital site on foot*
- *Be able to carry out the manual handling tasks expected in a hands on trade staff role*
- *Be physical able to access difficult locations such as under floors or in ceilings*
- *Be physical able to work in non-air conditioned locations such as plant rooms, boiler houses etc*

### Vaccination status for role:

*As per Te Whatu Ora - Health New Zealand, Te Matau a Māui, Hawke's Bay Policy – Mandatory COVID-19 and Influenza vaccination.*

## DESIRABLE CRITERIA

### Qualifications

- *Licensed building practitioner*

### Experience

- *Experience in a hospital or similar environment with a maintenance focus*

### 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.