

## Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

<b>Title</b>	Maintenance Lead Mechanical		
<b>Reports to</b>	Maintenance Supervisor		
<b>Location</b>	Hawkes Bay Hospital, Napier Health Centre and other smaller sites.		
<b>Department</b>	Facilities/Maintenance Services		
<b>Direct Reports</b>	Nil	<b>Total FTE</b>	NA
<b>Date</b>	April 2025		
<b>Job band (indicative)</b>	Maintenance Trades and Related Services Collective Agreement		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

### Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

**Wairuatanga** – working with heart, the strong sense of purpose and commitment to service

**Rangatiratanga** – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

**Whanaungatanga** – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

**Te Korowai Āhuru** – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

## About the role

The primary purpose of the role is to:

- To provide a quality maintenance service to Te Matau a Māui Hawke's Bay.
- To provide advice to other Maintenance Services staff.
- To ensure and prioritise a focus on patient safety and quality relating to care and processes within the Maintenance Service.
- Delivery of departmental KPI's.
- To recognise and support the delivery of the Hawkes Bay Health sector vision.

Key Result Area	Expected Outcomes / Performance Indicators
<b>BACKGROUND</b>	<ul style="list-style-type: none"> <li>• Maintenance Services manages and undertakes maintenance and minor capital works projects for Te Matau a Māui Hawke's Bay which includes Hawkes Bay Hospital, Napier Health Centre and other smaller sites.</li> <li>• Where 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.</li> <li>• 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.</li> </ul>
<b>LEAD DELIVERABLES</b>	<ul style="list-style-type: none"> <li>• Provide direction to indirect reports on a daily basis to assist them with determining work priority and best utilising the skills of the team.</li> <li>• Allocate work to indirect reports and ensure KPI's for the mechanical team are achieved.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work with Maintenance Supervisor on a daily basis to allocate resourcing to achieve maintenance KPIs.</li> <li>• Responsible for the operation and maintenance of the site potable water treatment plant to standards to comply with the drinking water standards.</li> <li>• Provide technical support to trade staff to achieve effective and timely solutions.</li> <li>• Identify repeat plant or equipment failure and trace root cause to achieve robust long term solutions.</li> <li>• Work with maintenance leadership team to implement or improve preventative maintenance practices.</li> <li>• Drive Health and Safety in the work place, leading by example and ensuring correct practices are carried out by other staff and assigned contractors.</li> </ul>
<b>KEY DELIVERABLES</b>	<p><b>Provide a quality maintenance service</b></p> <ul style="list-style-type: none"> <li>• Assigned maintenance work is completed in an efficient and effective manner</li> <li>• Initiative is used to identify potential equipment and building problems and those problems are investigated, assessed and reported to the Maintenance Supervisor.</li> <li>• Services provided in mechanical engineering specialist area including maintenance of building services and equipment, Boilers, HVAC, specialist medical equipment, ward, theatre, kitchen and departmental plant and equipment and manufacture, alteration or installation of equipment, plant and general mechanical installations.</li> <li>• Professional judgment is exercised in practice.</li> <li>• Continuous quality improvement is demonstrated.</li> <li>• Ensure work is completed with required time-frames.</li> <li>• Promote and facilitate sound energy management practice.</li> <li>• Owns trades expertise and knowledge is maintained through appropriate professional development.</li> <li>• Professional registrations, practicing licence, etc. are maintained in accordance with legal requirements.</li> <li>• Equipment and supplies are used economically and efficiently.</li> <li>• Technical problems and solutions are discussed with customers to their satisfaction.</li> <li>• Work with and direct contractors as required.</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 Whatu Ora – Te Matau a Māui Hawke’s Bay policies, standards and legal requirements.</li> <li>• Participate in the on call roster.</li> </ul>

**To work as part of a multi-disciplinary team to achieve the best possible maintenance outcomes**

- Liaison maintained with other trades to programme and complete work.
- Communicate effectively with Maintenance Supervisor and other staff, including raising issues on maintenance standards, request consultation and share knowledge with team members.
- Participate in appropriate meetings, team briefings and information sessions.
- Professionalism is displayed at all times and in all dealings with customers, staff and the public.
- Wear uniform and security ID as directed by Te Whatu Ora – Te Matau a Māui Hawke's Bay to identify you as a member of the Facilities Maintenance Team
- Display teamwork and engender trust.
- Participate in training needs analysis and undertake identified learning, development and career opportunities.
- Raise issues affecting service provision and maintenance of standards.
- On occasion work as part of a capital project team sharing specific site and equipment knowledge.
- Direct contractors engaged to carry out specific tasks.
- Provide technical support and advice regarding your specific trade skills to apprentices and other members of the maintenance staff as appropriate.

**Maintain familiarity with Standards and Regulations**

- Appropriate application of standards and regulations relevant to hospital engineering/plumbing and other relevant standards and relevant Te Whatu Ora – Te Matau a Māui Hawke's Bay policies.

**Carryout assigned work in an efficient and effective manner**

- Task frequencies are reviewed and optimised to balance planned servicing and breakdown work
- Coordinate and sequence work appropriately and monitor progress.
- Adequate supplies of materials and spare parts are available.
- Workshop and other work areas are kept in clean and tidy condition.

**Customer Service**

- Open and responsive to customer needs.
- Communicate task status relating to progress, delays, completion, etc. to the customer in a timely manner.

	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of continuous quality improvement</li> <li>• Ensure patient confidentiality</li> </ul> <p><b>Undertake any other related duties as requested by members of the senior maintenance leadership staff</b></p> <p>Under take all reasonable requests as directed by any member of the senior maintenance leadership staff.</p>
<b>Te Tiriti o Waitangi</b>	<ul style="list-style-type: none"> <li>• Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</li> <li>• Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<b>Equity</b>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table.</li> <li>• Models an agile approach –tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.</li> <li>• Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>

<b>Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>• Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>• Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>
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**Matters which must be referred to the Maintenance Supervisor**

- Any issues that will affect the services KPI's
- Expenditure above financial delegation

**Relationships**

<b>External</b>	<b>Internal</b>
<ul style="list-style-type: none"> <li>• Service Contractors</li> <li>• General Public</li> <li>• Suppliers</li> </ul>	<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>• Controls Technician</li> <li>• Maintenance Staff</li> <li>• Capital Projects Team</li> <li>• Stakeholders across the District</li> </ul>

**About you – to succeed in this role**

**You will have**

**Essential:**

- Experience in implementing Te Tiriti o Waitangi in action.

**Qualifications**

- New Zealand Certificate in Mechanical Engineering (Trade) (Level 4) or Trades Certificate in a relevant branch of Mechanical Engineering. E.g. Fitting and Turning, Maintenance Engineering or equivalent.

**Experience**

- Minimum 10 years' experience as a qualified mechanical tradesperson.
- Experience working as a member of a team with varied trades backgrounds.
- Experience leading and managing staff.

**Knowledge**

- Knowledge of trades essential to maintenance services such as electrical, carpentry, plumbing & electronics.
- Knowledge of industrial mechanical systems including steam, medium temperature hot water boilers and hot water heating systems.
- Sound knowledge of HVAC systems.
- Good understanding of computerised building management systems.

**Leadership Competencies**

- Credibility and integrity (embraces professionalism and ethical practice).
- 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:**

- Vaccinations as per the current employee immunisation policy including annual influenza vaccinations

**Desired:**

**Qualifications**

- New Zealand Certificate in Mechanical Engineering (Advanced) (Level 5)

**Experience**

- Experience serving and repairing complex medical systems and equipment.
- Experience using CMMS.

**Business / Technical Skills**

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

**You will be able to      Essential:**

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.