

Position Description

Position Title	Maintenance Coordinator
Team	Nil
Reports to	Office/Asset Manager
Direct Reports	Nil
Date effective	January 2020
Location	Youth Resource Centre and other Lighthouse sites

Organisational Context

Lighthouse Foundation supports and cares for some of Australia's most vulnerable young people, children and babies who typically come from backgrounds of long-term neglect and abuse. The young people in our care include teenagers, young parents, girls fleeing forced marriages and children experiencing placement breakdowns in the Foster Care system. Lighthouse provides these young people with a home, a sense of family and therapeutic care that's trauma informed and individually tailored to help them rebuild their lives.

Our model of care is based on 60 years of empirical research and considers not just a child's home environment but their need to form daily routines and meaningful relationships within a community. Lighthouse implements the model by accommodating young people in suburban homes with genuine 24-hour physical and psychological support. Each home is managed by experienced Carers with assistance from clinical professionals and dedicated volunteers. This forms a community of support around each young person, giving them the opportunity to confront their trauma and heal in a safe holding space.

Over the past 29 years, Lighthouse has successfully supported more than 1,000 young people to break the cycle of homelessness, move in to employment and educational opportunities and overcome their damaging life experiences.

Vision

A safe home and community for homeless kids to belong, heal and thrive.

Mission

We provide therapeutic homes and create a caring community for homeless kids and foster families. Through the Lighthouse Model of Care our kids receive the level of support required to achieve a lifelong sense of belonging, the opportunity to heal and the capacity to thrive.

Our Values

We are respectful
 We are kind
 We are courageous
 We are thoughtful
 We are committed

Primary Purpose of the Position

To ensure all Lighthouse properties and vehicles are maintained in a safe and good condition in line with Lighthouse Foundation's standards, policies and budgets.

PD_Position Maintenance Coordinator	Page 1 of 4
First Created: Dec 2019	Last Review: Next Review: June 2020

Key Responsibilities

Area of Responsibility	Activities
Responsive and planned maintenance	<ul style="list-style-type: none"> • Respond to urgent and non-urgent maintenance requests • Carry out maintenance where possible and escalate to contractors as required • Ensure planned maintenance is scheduled, budgeted and completed • Ensure contractors are appropriately qualified and comply with relevant OHS standards and privacy guidelines • Ensure all maintenance work is completed to scope, within budget and to the expected quality • Maintain the maintenance log for all responsive and planned maintenance work • Maintain the approved contractor and supplier list to ensure Lighthouse receives reliable services at competitive rates • Liaise with staff members regarding the regular maintenance of Lighthouse vehicles
Asset upgrade and development works	<ul style="list-style-type: none"> • Perform yearly property and vehicle inspections and report on required maintenance and upgrade requirements, detailing expected expenditure and timeframes for budgeting and planning purposes • Schedule, budget and manage property upgrade works as required • Liaise with other internal and external Project Team members throughout the development of new Lighthouse properties
Relationship Management (internal and external)	<ul style="list-style-type: none"> • Liaise with all staff regarding maintenance, particularly with carers regarding maintenance of the homes. • Liaise with the Volunteer Coordinator to determine works to be completed by volunteer working bees and provide practical assistance on working bee days. • Hire, induct and monitor external contractors and suppliers • Liaise with Lighthouse supporters and funders regarding building projects as required
Organisational participation	<ul style="list-style-type: none"> • Attend a Model of Care training • Attend team meetings, group processes and planning days as appropriate • Contribute to the implementation of Lighthouse's strategic plan and budget processes • Contribute to collaborative practices across the organisation
Professional development	<ul style="list-style-type: none"> • Participate in regular supervision, professional development and review meetings as required • Attend trainings as required • Contribute to a culture that is reflective, inclusive and open

OH&S	<ul style="list-style-type: none"> • Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and young people including following safe working procedures and instructions • Ensure tradespeople working on Lighthouse sites adhere to OHS regulations
Legal & Regulatory Compliance	<ul style="list-style-type: none"> • Comply with legislation and regulations applicable to the role, in particular, Building Regulations and DHHS Capital Development Guidelines
Risk	All Lighthouse staff are responsible for considering, identifying, reporting and addressing risks
CQI	All Lighthouse staff are responsible for applying a continuous quality improvement approach to all tasks
Commitment to Lighthouse Culture	Staff are expected to participate in the processes and practices that uphold the Lighthouse culture
Commitment to Trauma Informed Practice	<p>Staff are expected to:</p> <ul style="list-style-type: none"> • Engage in personal and professional development to integrate their understanding and response to people and systems that have been impacted by trauma • Create or maintain a physical and emotional environment that promotes healing • Engage in conflict resolution processes if required

Performance Measurements

An annual work plan will be developed in line with the Position Description and Lighthouse Foundation's Annual Business Plan to measure performance.

Authorities – Financial and People

- Seek approval for all unbudgeted expenses
- Petty cash expenses up to \$100 without prior approval

Qualifications and Licences

- Relevant trade qualification or relevant experience in the housing or building industry
- Driver's licence

Key Selection Criteria

- Experience in responsive and planned maintenance as it applies across residential properties
- Experience in the planning and delivery of maintenance and capital upgrades to agreed scopes, timeframes and budgets
- Experience in evaluating, engaging and managing contractors and suppliers for maintenance works and upgrade activities
- Knowledge of OHS legislation as it applies to maintenance and capital works
- Good written and verbal communication skills
- Competency with Microsoft programs, particularly Word, Excel and Outlook

- The ability to work collaboratively with internal and external stakeholders to achieve successful outcomes
- Ability to work well autonomously and within a team
- Sensitivity to and an understanding of young people who often come from backgrounds of abuse and neglect

Employment Conditions

- Permanent part time position
- Compliance with Lighthouse Foundation's Code of Conduct, policies and procedures
- Lighthouse Foundation takes all reasonable steps to facilitate and maintain a safe environment for children, young people and all participants of our service. It is for this reason that Lighthouse requires all potential employees who will be in contact with children and young people to undergo a Police Check, Working with Children Check and a psycho-social assessment prior to confirmation of employment.
- Lighthouse Foundation promotes a smoke free workplace
- All other terms and conditions of employment are outlined in an employment contract

Manager

Name:

Signature:

Date:

Performance review period:

Staff Member

Name:

Signature:

Date:

Next review date:

Note

The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as required basis. Any significant or material changes need to be discussed and agreed by incumbent and manager before inclusion. The role description should be reviewed formally during the annual planning and performance assessment process.