



# Facilities Maintenance Assistant/Technician

## Position Description

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<b>Position Title</b>	Facilities Maintenance Assistant / Technician
<b>Responsible Council</b>	SVDP NSW State Council
<b>Reports To</b>	Facilities Coordinator
<b>Base Location</b>	Ozanam Learning Centre (OLC), Woolloomooloo or as directed.
<b>Primary position objective</b>	<p>The Facilities Maintenance Assistant / Technician role provides effective hands on practical support and assistance to the Facilities Team to maintain the facility services across maintenance services.</p> <p>The position reports directly to the Facilities Coordinator and assists in the provision of remedial works, risk management, contractor management, cleanliness, security and other associated maintenance functions.</p>

## St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post- Revolution France. Leading by example and with boundless energy, Frederic started what is now a world- wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

## Organisational Overview

St Vincent de Paul Society Support Services (SVDP NSW SS) provides support for people experiencing or at risk of homelessness in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of 14 different programs across the state. SVDP NSW SS cares for single men and women, women and children, two parent families, men with children and young men and women who are experiencing or at risk of homelessness. All our services provide case-management and advocacy for each client.

## Department Overview

The Facilities Team provides an extensive support for all facility services in a dynamic environment. The services we provide demand us to liaise, communicate and work with key stake holders including staff, volunteers, guests, clients, contractors and statutory authorities in a caring professional manner, requiring sensitivity to client needs, creative problem solving and efficient work practices to maximise use of resources and outcomes. A high regard is placed on good time management skills within the Assets and Facilities Department, whilst adhering to SVdP's mission and values.

## Duties and Responsibilities

### Major Responsibilities

- Provide support across all Sydney Metro sites as directed.
- Ensuring ongoing general maintenance of plant and utilities, plumbing, cleanliness of SVdP buildings, security
- Performing services and repairs as directed by the Facilities Coordinator
- Assisting in the carrying out of preventative maintenance schedules
- Liaise with statutory authorities as required
- Damage control functions and programmed repairs and maintenance of the building's exterior and interior.
- Keeps the Manager informed of all major and minor issues affecting the organisation asset function.

### Maintenance and Repairs

- Performing general maintenance functions which includes clearing of blocked drains and toilets, tree trimming, gutter cleaning, general handyman duties, graffiti removal, painting, door and lock maintenance, lights and fittings maintenance, furniture setup and removal and security bins maintenance.
- Placing processing of toiletries and chemical orders
- Ensuring that the cleaning contractors are performing in accordance with requirement's
- Cleaning services as necessary
- Working under the direction of the Facilities Coordinator to ensure that the external contractors are providing the required services.
- Assisting in maintaining building security
- Assisting in maintaining appropriate emergency and evacuation procedures.

### Additional Maintenance Functions

- Providing reports to the Facilities Coordinator as directed and required
- Following all service policies and procedures as set out by the organisation and adhering to the code of practice.
- Maintaining client confidentiality
- Attending and actively participating in meetings, training and professional development as directed.
- Foster a positive, collaborative, supportive and proactive service focused environment in line with SVdP Ethos
- Proactively maintaining a safe work environment and ensuring WH&S principles in the workplace are met.
- Ad hoc duties as directed by the Facilities Coordinator
- Actively participate in performance reviews
- Participate in consultation and training related to Work Health and Safety

## Essential Criteria

- Demonstrated practical experience in trade assistance maintenance or trade fields.
- Experience in using manual and electronic tools of trade
- Sound, demonstrated knowledge of and compliance with WH&S policies and procedures
- Ability to prioritise and meet deadlines within strict timeframes and budgetary requirements.

- Experience in Window based computer application.
- Well-developed verbal communication and interpersonal skills in working with stakeholders;
- Demonstrated delivery of high levels of customer service within a facilities environment
- Willingness to work flexible hours and in a range of locations including travel to SVdP Regional and metropolitan NSW sites as required and directed.
- Willingness to support the Mission, Vision and Ethos of the SVdP Society.
- Current NSW Driver's Licence

### **Desirable Criteria**

- Trade Assistant or Trade Qualifications
- NSW LR Driver's licence
- First Aid Certificate
- NSW White Card
- Demonstrated understanding of the relationship between environmental sustainability and building services, and current knowledge of development and trends.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer.*