

# Home Maintenance Worker

## About Us

Community Culture is the overarching organisation that manages its subsidiary organisations; Great Community Transport (t/a Active Care Network) and Peppercorn Services Incorporated. Since 1982, our Organisation has been delivering community services to a diverse demographic of community members, we strive to create meaningful change and promote a sense of belonging through our commitment to making a difference in people's lives every day.

Our vision is for a thriving, inclusive community where everyone feels supported, connected, and empowered.

Our mission is to provide compassionate, high-quality services that meet the diverse needs of our clients, fostering well-being and enhancing quality of life across all the communities we serve.

Our Values- a Culture of Courage, Compassion, Collaboration, Commitment, and Connection- are at the heart of everything we do. These values shape our approach to service, guide our decisions, and drive us to support each other, our clients, and our community with integrity and respect.

## This Role in The Big Picture

As a Home Maintenance Worker, you support people to stay safely in their homes by reducing physical risks and improving the functionality of their living spaces. Whether clearing a pathway, fixing a trip hazard, or mowing a yard to ensure accessibility, you are directly improving someone's independence, dignity, and connection to their home. Your work brings to life our Culture of Compassion, Commitment, and Connection, providing practical support that makes everyday life safer and more manageable for those we serve.

## What Success Looks Like

Success as a Home Maintenance Worker means that each client receives timely, respectful, and high-quality home maintenance services that directly improve their safety and wellbeing. You complete each task with attention to detail, assess risks before beginning work, and communicate effectively with both clients and the team. Tools are used correctly and maintained safely, vehicles are clean and roadworthy, and all documentation is completed promptly. Your work helps clients maintain independence in a home environment that supports their goals and enhances quality of life.

## Your Responsibilities

### *Vision and Mission*

- **Ethos**- Actively promote the Mission, Vision, Values and Strategy of the Organisation
- **Policy**- Comply with the requirements of the Organisation's Policies & Procedures.
- **Client Focus**- Take a client centric approach, capturing all client feedback and opportunities for improvement
- **Engagement**- Ensure interactions with our clients are in accordance with the Organisation's Charter of Customer Service
- **Integrity**- Take appropriate action to ensure a workplace free from corruption, maladministration, and serious and substantial waste.
- **Responsibility** - Undertake reasonable and necessary requirements as directed by a supervisor

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### *Safety and Wellbeing*

- **Safety** - Prioritise health and safety by working safely, following safety instructions, and immediately reporting any hazardous activity or risks to a supervisor.
- **Reporting**- All incidents and hazards must be promptly identified, reported, and controlled to maintain a safe environment for everyone
- **Work Environment and Equipment** - Report any damage to equipment, vehicles or worksites in accordance with the organisation policies

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### *Professional Development*

- **Reflection and Planning** - Attend supervision, coaching, annual performance reviews with direct line supervisor
- **Development**- Actively engage in professional development such a mandatory training and identify areas for development as necessary
- **Insights** - Actively share knowledge, insights, or learnings from training and development opportunities with peers to foster a culture of continuous learning
- **Teams** – Actively participate in team meetings by contributing to discussions, working collaboratively and committing to actions.
- **Current** - Stay informed about changes in relevant legislation, sector standards, and best practice to ensure your work remains compliant and contemporary.
- **Policies** - Maintain knowledge of policies and procedures

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### *Gardening and lawncare*

#### **Safe Service Delivery and Client Support**

- Deliver home and yard maintenance services that reduce environmental hazards and support safe access, mobility, and independence.
- Understand and respond appropriately to diverse client needs, including those related to mobility, cognition, communication, or sensory sensitivities.
- Engage with clients respectfully, ensuring tasks are explained clearly and carried out in a way that supports dignity and safety.
- Communicate any changes in client condition or risk factors to the Home Maintenance Coordinator.

#### **Home Maintenance Tasks**

- Perform basic handy repairs to eliminate trip hazards or accessibility issues and improve home safety such as light bulb changes, door lock repairs, installation of key locked boxes, assembling flat packed goods etc.
- Undertake safety-focused garden work including lawn mowing, edging, pressure washing, essential pruning, and clearance of overgrowth affecting client safety or access.
- Complete low-risk, height-related tasks such as clearing gutters or inspecting external smoke alarms where appropriate and within capability.
- Assist with clean ups, rubbish removal and tip runs.

#### **Environmental Risk Assessment**

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- Conduct an on-site risk assessment before commencing each job to identify hazards such as uneven terrain, aggressive pets, overhanging branches, or poor weather conditions.
  - Modify or postpone work if safety risks are present and report concerns.
  - Document risk controls applied on-site as per organisational WHS procedures.

#### **Vehicle and Equipment Safety**

- Drive organisational vehicles safely and responsibly to and from client sites.
- Perform daily pre-use checks of all tools, machinery, and vehicles to ensure they are clean, functional, and safe to operate.
- Use PPE correctly and maintain tools and supplies in good condition, reporting faults or wear immediately.
- Maintain a clean and organised vehicle and work area throughout the shift.

#### **Technology Use and Job Reporting**

- Use mobile devices or tablets to access job schedules, record service details, and complete timesheets.
- Refer follow-up needs, additional hazards, or scope limitations in real time.
- Ensure all documentation is complete, accurate, and compliant with program reporting requirements.

#### **Incident, Hazard, and Complaint Reporting**

- Identify and report all safety hazards, injuries, near misses, complaints, and incidents in accordance with organisational procedures.
- Escalate concerns beyond scope—such as poor living conditions, non-functional safety features, or tasks requiring licensed trades.

#### **Scope Awareness and Service Boundaries**

- Ensure all services remain focused solely on safety, accessibility, and independence, not aesthetics or renovations.
- Decline tasks that are clearly outside the support plan scope and report these issues/requests.
- Redirect clients respectfully to Customer Service for clarification or review if requests exceed what can be provided.

#### **Fitness for Work and Compliance**

- Adhere to organisational policies related to drug and alcohol use, fatigue, physical health, and mental fitness.
  - Report any issues that may impact safe service delivery (e.g. injury, illness, or equipment concerns).
  - Attend scheduled training, briefings, and refresher sessions.
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## **Your Capabilities**

### **Values**

#### **Courage**

- Express opinions and raise difficult issues constructively
- Show resilience in navigating unexpected challenges.
- Support colleagues who may be struggling with difficult tasks.
- Share ideas and concerns openly, even if they challenge the status quo.
- Embrace calculated risks and innovative solutions, learning from failures.
- Acknowledge mistakes and take responsibility, using them as learning opportunities for everyone.
- Advocate for colleagues and clients, supporting them in times of need.
- Step into awkward, and out of your comfort zone.

#### **Compassion**

- Demonstrate genuine care for others, offering assistance in difficult situations.
- Listen actively to colleagues and clients and respond with empathy.
- Encourage a supportive and inclusive environment for everyone.
- Understand and share others' feelings, providing support when needed.
- Help colleagues in difficult times, demonstrating kindness and patience.
- Encourage practices that support mental and physical health, recognising stress and addressing it.
- Acknowledge and celebrate personal and professional achievements.
- Create an environment where everyone feels welcomed and valued, embracing diversity.

### **Collaboration**

- Engage with colleagues across different teams to solve problems.
- Actively seek input from others to improve processes or outcomes.
- Encourage a collaborative environment, where everyone's input is valued.
- Freely share information and expertise with colleagues to support team success.
- Participate actively in team projects, valuing and building on others' ideas.
- Align personal goals with team objectives, contributing to collective success.
- Address and resolve conflicts constructively, maintaining a supportive atmosphere.
- Seek and value input from all team members, fostering an inclusive and open environment.

### **Commitment**

- Go beyond the minimum required to ensure high-quality outcomes.
- Take responsibility for mistakes, learning from them and making improvements.
- Encourage others to stay committed to their goals and responsibilities
- Do what you say you will do.
- Take responsibility for tasks and projects, showing dedication and accountability.
- Strive for high standards in all work, committing to quality and continuous improvement.
- Actively support the organisation's mission and goals, staying focused and persevering.
- Uphold ethical standards in all actions, promoting honesty and transparency.

### **Connection**

- Foster meaningful connections with colleagues, clients, and stakeholders.
- Encourage open communication and inclusivity within your team.
- Promote a welcoming environment for all, ensuring that everyone feels valued.
- Foster strong, meaningful relationships with colleagues and clients, showing appreciation regularly.
- Maintain open and honest communication, sharing stories and experiences.
- Engage in activities that build a sense of community, celebrating milestones together.
- Promote inclusivity and connectedness, ensuring everyone feels part of the team.
- Encourage collaboration and participation, supporting and involving others in activities and discussions.

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### ***Personal Attributes***

#### **Display Resilience and Courage**

- Be flexible and adaptable and respond quickly when situations change
- Offer own opinion and raise challenging issues
- Listen when ideas are challenged and respond appropriately
- Work through challenges with support where needed
- Remain calm and focused in challenging situations

#### **Act with Integrity**

- Behave in an honest, ethical and professional way
- Build understanding of ethical behaviour
- Follow legislation, policies, guidelines and codes of conduct that apply to your role and the organisation
- Speak out against misconduct and illegal and inappropriate behaviour
- Report apparent conflicts of interest

### **Manage Self**

- Adapt existing skills to new situations
- Show commitment to achieving work goals
- Show awareness of own strengths and areas for growth, and develop and apply new skills
- Seek feedback from colleagues and stakeholders
- Stay motivated when tasks become difficult

### **Value Diversity and Inclusion**

- Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs
- Seek participation from others who may have different backgrounds, perspectives and needs
- Be open to different perspectives and experiences in generating ideas and solving problems
- Adapt well in diverse environments
- Respond constructively to feedback regarding observations of bias in language or behaviour

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## **Relationships**

### **Communicate Effectively**

- Speak at the right pace and volume for diverse audiences
- Allow others time to speak
- Listen and ask questions to check understanding
- Explain things clearly using inclusive language
- Be aware of own body language and facial expressions
- Write in a way that is logical and easy to follow
- Use various communication channels to obtain and share information

### **Commit to Customer Service**

- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

### **Work Collaboratively**

- Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts
- Respond to others who need clarification or guidance on the job
- Step in to help others when workloads are high
- Keep the team and supervisor informed of work tasks
- Use appropriate approaches, including digital technologies, to share information and collaborate with others

### **Influence and Negotiate**

- Use facts to support claims
- Help to find solutions that contribute to positive outcomes
- Contribute to resolving differences with other Team Members or stakeholders
- Respond to conflict without worsening the situation and refer to a supervisor where appropriate
- Know when to withdraw from a conflict situation

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## **Results**

### **Deliver Results**

- Seek clarification when unsure of work tasks
- Complete own work tasks under guidance within set budgets, timeframes and standards
- Take the initiative to progress own work
- Identify resources needed to complete allocated work tasks

**Plan and Prioritise**

- Plan and coordinate allocated activities
- Re-prioritise own work activities on a regular basis to achieve set goals
- Contribute to the development of teamwork plans and goal setting
- Understand team objectives and how own work relates to achieving these

**Think and Solve Problems**

- Ask questions to explore and understand issues and problems
- Find and check information needed to complete own work tasks
- Identify and inform supervisor of issues that may have an impact on completing tasks
- Escalate more complex issues and problems when these are identified
- Share ideas about ways to improve work tasks and solve problems
- Consider user needs when contributing to solutions and improvements

**Demonstrate Accountability**

- Take responsibility for own actions
- Be aware of delegations and act within authority levels
- Be aware of team goals and their impact on work tasks
- Follow safe work practices and take reasonable care of own and others' health and safety
- Escalate issues when these are identified
- Follow government and organisational record-keeping requirements

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**Business Enablers****Finance**

- Understand that government services budgets are limited and must only be used for intended purposes
- Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information
- Be aware of financial delegation principles and processes
- Understand basic compliance obligations related to using resources and recording financial transactions

**Technology & Change**

- Understand and use the most appropriate technology to improve your performance and that of the team.
- Actively support technology-driven changes by offering constructive feedback and suggestions.
- Help others in the team adapt to new technologies by sharing knowledge and providing guidance.
- Demonstrate a positive attitude toward changes in technology and processes, responding flexibly to challenges.

**Grants & Acquittals** – Not applicable for this role**Project Management** – Not applicable for this role

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**People Management****Manage and Develop People** – Not applicable for this role**Inspire Direction and Purpose** – Not applicable for this role**Optimise Business Outcomes** – Not applicable for this role**Manage Reform and Change**

- Support change initiatives and assist team members to understand their purpose and impact
  - Share information with team members to assist them to understand and manage uncertainty and change
  - Recognise barriers to change and support the team so they can better accept and facilitate change
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## Criteria

<b>Required</b>	<ol style="list-style-type: none"><li><b>Experience in home or garden maintenance-</b> Demonstrated experience performing lawn care, minor home repairs, pruning, and safety-related maintenance in residential settings.</li><li><b>Understanding of safe work practices and WHS-</b> Knowledge of work health and safety requirements relevant to home maintenance tasks, including manual handling, equipment safety, and use of PPE.</li><li><b>Risk assessment and hazard identification-</b> Ability to assess and manage risks on-site before starting work, including environmental hazards, client safety risks, and equipment issues.</li><li><b>Strong interpersonal and communication skills-</b> Proven ability to communicate respectfully with older people and people with disability, including those with cognitive, mobility, or sensory support needs.</li><li><b>Ability to work independently and manage time effectively-</b> Demonstrated capacity to follow a schedule, work unsupervised, and complete allocated jobs within required timeframes.</li><li><b>Digital literacy and documentation skills-</b> Ability to use mobile devices or tablets to receive schedules, complete digital service reports, and follow reporting protocols.</li><li><b>Current driver's licence and reliable transport-</b> A valid NSW Driver's Licence with the ability to travel to various service locations using a work vehicle.</li><li><b>Physical fitness and capability-</b> Sufficient physical capacity to perform mowing, lifting, bending, working at heights (within scope), and use of maintenance equipment safely and efficiently.</li></ol>
<b>Desired</b>	<ol style="list-style-type: none"><li><b>Experience working with older people or people with disability-</b> Understanding of the needs and preferences of clients receiving aged care or disability support services in their homes.</li><li><b>Basic handyman skills-</b> Skills in general maintenance such as basic carpentry, tiling, or non-licensed electrical/plumbing adjustments related to safety.</li></ol>
<b>Probity Requirements</b>	<ol style="list-style-type: none"><li>Right to Work in Australia</li><li>NDIS Worker Screening Check</li><li>Working With Children's Check</li><li>Current First Aid Certificate</li></ol>

## Acknowledgement

I accept the position description and understand that this position description forms part of my agreement with the Organisation.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of the Organisation, subject to them being within my capacity, capability, expertise, skills and knowledge.

## Classification

<b>Entity</b>	Peppercorn Services
<b>Department</b>	Aged and Disability Services

<i>Award &amp; Grade</i>	SCHADS Homecare, Grade 2
<i>Delegation</i>	Frontline Worker
<i>Reports To</i>	Team Leader Home Maintenance Services
<i>Programs</i>	All programs

Team Member		Supervisor	
<i>Name</i>	_____	<i>Name</i>	_____
<i>Position</i>	_____	<i>Position</i>	_____
<i>Sign</i>	_____	<i>Sign</i>	_____
<i>Date</i>	_____	<i>Date</i>	_____