



livin' well

**RE: POSITION VACANT
LAWN, GARDEN AND MINOR MAINTENANCE TEAM MEMBER
PERMANENT FULL TIME**

Thank you for your expression of interest in the role of Lawn, Garden, and Minor Maintenance Team Member with our organisation. This role is primarily focused on providing services to our clients so the external areas surrounding their home is safe so they can remain living happily in their home and community for the fullness of their life. Some minor internal or external maintenance may also be required from time to time. This role currently works in a team of two people.

Liberty Community Connect supports people on the Gold Coast by providing a vast array of services to more than 500 clients/participants ~ the elderly and adults who live with a disability. We are proudly an independent 'boutique' service provider making a positive difference, promoting client independence, providing quality care and flexible services that respect the individual. Please refer to our website www.libertycommunity.org.au for more information on *Us*.

Applications can be submitted via the "Apply Now" link on the job advertisement website. Alternatively, enquiries and applications can be forwarded to ***@libertycommunity.org.au. When submitting your application please include your current Resume and a cover letter highlighting how your skills and experience align with the duties of the Position, and the position you are applying for.

Applications will close once a suitable candidate is found.

Good luck on your application!

Yours sincerely,

Ruth Clark
Chief Executive Officer

SUPPORT WORKER - LAWN, GARDEN AND MAINTENANCE

PRIMARY ROLE and PURPOSE

The role is responsible for delivering high quality lawn, garden and minor maintenance services to assist people who are elderly, adults with a disability and/or their carers to continue living in their own home.

These duties will complement Liberty's approach that services and support will offer choice and flexibility ensuring that individual needs and goals are met with a vision of health and wellness.

KEY SELECTION CRITERIA

Essential

As per the Position Description –

1. All requirements as outlined under Qualifications and Experience, and Conditions of Employment (verification required);
2. Demonstrated knowledge, skills and abilities as outlined in Key Accountabilities and Duties to fulfil the duties as required of the position; and
3. Demonstrated physical capacity to perform the duties of the position as required.
4. Previous lawn and garden maintenance experience.

Desirable

1. Experience in working in a community organisation that provides services for people that are elderly, adults with a disability and their carers
2. Light Rigid drivers licence in the state of residency.
3. Basic computer skills; and
4. Sound knowledge of the Gold Coast region.

Personal Attributes & Qualities

1. Strong work ethics;
2. Attention to detail and accuracy;
3. Professional presentation;
4. Positive and professional attitude;
5. Client and community focus; and
6. Works effectively in a team.
7. Good communication and organizational skills

POSITION DESCRIPTION

Position title	Support Worker – Lawn, Garden and Maintenance Support at Home		
Classification	Liberty Community Connect EA - Schedule A – Level 2 - 3 (dependent on qualifications and needs of Liberty)	Last reviewed	19 January 2024
Tenure	<ul style="list-style-type: none"> ○ Full Time ○ Part Time 	Location	Gold Coast
Supervisor	Team Leader – Lawn, Garden and Maintenance	Manager	General Manager
Authorised/ signed by	CEO		

1. **QUALIFICATIONS and EXPERIENCE**

- 1.1. Expertise and competence sufficient to undertake the range of duties required;
- 1.2. Demonstrated ability to interact, motivate, inspire and support people to meet their goals; and
- 1.3. Demonstrated lawn and garden maintenance and general handyman experience.

2. **CONDITIONS of EMPLOYMENT**

- 2.1. NDIS Workers Clearance;
- 2.2. CPR and First Aid qualifications;
- 2.3. Smart phone compatible with Liberty's rostering program.
- 2.4. Vaccinations as directed/mandated by Public Health Authorities/Government.

3. **HOURS of EMPLOYMENT**

- 3.1. Full Time/Part Time flexible to meet the needs of Liberty and within the requirements of the Liberty Community Connect Enterprise Agreement 2017.

4. **KEY ACCOUNTABILITIES and DUTIES**

4.1. **Section 1 – Duties / Skills**

- 4.1.1. Responsible for providing approved basic gardening and lawn maintenance services and minor home maintenance for Liberty clients within the Gold Coast to help them live independently and to keep their homes in a safe and habitable condition within the resources available;
- 4.1.2. Work collaboratively with a team of lawn, garden and maintenance workers to ensure a high-quality service is delivered to clients;
- 4.1.3. Liaise with clients in the delivery of services, including collection of client contributions, scheduling of services, management of client complaints, service reviews, WHS checks and referrals for other Liberty services;
- 4.1.4. Support team members with a friendly down to earth approach and contribute to a positive workplace committed to diversity and inclusion of people living with a disability or employment

barriers;

- 4.1.5. Adhere to WHS standards in the operation of equipment and the delivery of services;
- 4.1.6. Abide by process and working procedures that contribute to safety of team members and clients;
- 4.1.7. Demonstrate a commitment to ongoing and continuous improvement;
- 4.1.8. Maintain maintenance records and adhere to runs as necessary to ensure that client needs are met, and lawn, garden and minor maintenance services are being delivered in a cost-effective manner;
- 4.1.9. Ensure that:
 - Vehicles, trailers, equipment and gardens are maintained to a high standard, and
 - Vehicles and equipment safety checks are completed, reporting repairs needed;
- 4.1.10. Support clients as appropriate to meet their goals in accordance with their individual care plans;
- 4.1.11. Support and delegate to volunteers as appropriate;
- 4.1.12. In collaboration with Liberty's Bus Driver/Maintenance Person, contribute to the maintenance of the vehicles and grounds at the Liberty Centre to meet Liberty's standards, including general handyman tasks, obtaining quotes for required maintenance works and coordinating approved work to be carried out;
- 4.1.13. Complete documentation and reports in a timely and effective manner – ie building and vehicle maintenance registers;
- 4.1.14. Demonstrated high level of skills in:
 - Customer service,
 - Problem solving, negotiation and decision making,
 - Time management and organisation, and
 - Working autonomously and/or as an effective part of a team; and
- 4.1.15. Maintain sound basic computer skills and integrate the use computers and other electronic devices to maintain schedules, tasks and records.

4.2. Section 2 – Client Relations

- 4.2.1. Utilise every opportunity to promote each client's highest level of involvement in daily activities;
- 4.2.2. Establish and maintain a professional relationship with clients;
- 4.2.3. Demonstrate commitment to ensuring clients are an active participant, rather than a passive recipient of services;
- 4.2.4. Respect clients and carers rights to privacy, confidentiality and individuality and ensure these rights are followed in line with organisational requirements; and
- 4.2.5. Be client focused, with a good understanding of the role and responsibilities in meeting the needs of clients and their carers in delivering services, support, opportunities and choice.

4.3. Section 3 – Communication

- 4.3.1. Liaise effectively with clients, carers, volunteers, staff, management, and all contacts of Liberty;
- 4.3.2. High level of demonstrated communication skills – both written and oral; and
- 4.3.3. Constructively manage and resolve conflict.

4.4. Section 4 – Organisational Requirements

- 4.4.1. Report to Team Leader – Lawn and Garden Maintenance/General Manager;
- 4.4.2. Adhere to the Mission, Vision and Values of Liberty Community Connect and its policies, procedures, operational processes, position description, Code of Conduct/Confidentiality Agreement, Dress Code and Enterprise Agreement;
- 4.4.3. Demonstrated understanding of the purpose and standard of services delivered by Liberty;

- 4.4.4. Ensure quality service provision, actively participating in the continuous quality improvement process;
- 4.4.5. Complete all forms, records and documentation in a timely and effective manner;
- 4.4.6. Act promptly on any, accidents, problems with service delivery, or changes in client/carer health or circumstances, reporting as necessary to the Team leader or Manager;
- 4.4.7. Obtain emergency help or administer first aid when required;
- 4.4.8. As appropriate, promote the services of Liberty;
- 4.4.9. Attend and contribute to meetings and training as required; and
- 4.4.10. Abide by:
 - WH&S procedures and exercise appropriate duty of care to ensure a safe working environment is maintained,
 - Fire safety, evacuation, manual handling techniques and other emergency procedures, and
 - Infection control, food safety, safe food handling and hygiene practices; and
- 4.4.11. Other duties as directed.

OUR WELLBEING EXPERIENCE

The Liberty Experience is our unique point of difference in the world and it forms the basis for the strategic direction for all future Liberty messages. Our brand essence centres on the six aspects that make up the Liberty Well-Being Experience. This is defined in the following statements.

- **CONNECTION** - Recognising that people need people. Wellbeing is enhanced through strong relationships. Connection is about being treated fairly, being involved in the community and belonging.
- **INDIVIDUALITY** - Recognising and celebrating our differences. It is about feeling good about yourself and what makes you unique and finding your place. Liberty is passionate about adjusting services based on the individual needs of our clients and ensuring that all people have found their place.
- **VIBRANCY** - The Liberty wellbeing experience is about "Lovin Life". When we are enjoying life, we begin to engage completely in the present moment. It is about having energy and vitality, and getting the most out of your experiences.
- **ACCOMPLISHMENT** - Feeling a sense of accomplishment and being able to use your abilities. It is about the freedom to decide what you will do and how you will live your life.
- **PURPOSE** - Being involved in something bigger than ourselves. It is about looking at what you do and realising you are valuable and what you are doing is worthwhile. Liberty recognises the importance of being meaningfully involved in the community.
- **SATISFACTION** - The Liberty wellbeing experience is about freedom to explore possibilities that are important to you.

ACKNOWLEDGEMENT by EMPLOYEE / WITNESSED

I understand and accept the role, responsibilities, and duties of the position:

Signed by Employee

Signed by Witness

Name :

Name :

Date