

# Position Description



## Carpenter / Handyperson

Wesley Home Modification & Maintenance Services

April 2026

### Agreement

\_\_\_\_\_  
Signed–Manager

\_\_\_\_\_  
Signed–Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## 1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

## 2. Overview and purpose of Wesley Home Modifications and Maintenance Services

The purpose of Wesley Home Modifications and Maintenance Services is to provide a range of support services encouraging elderly persons and people with a disability to be more independent at home and in the community enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.

It achieves its purpose by installing home modifications and providing maintenance services for our clients so they can retain their independence in their own homes through government funding contracts and other providers across Sydney.

Services include

Installing clinically prescribed home modifications such as:

- Bathroom, laundry and kitchen modifications
- Ramp installations

Various basic maintenance services in line with the various government programs.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

### 3. Purpose of role

The purpose of the role is to deliver maintenance and modifications services to enable WHMMS Clients to maintain their independence in their own homes..

### 4. Relationships

Reports to:	Building Works Supervisor
Key relationships:	WHMMS team members and other Wesley Mission team / subcontractors and suppliers / WHMMS clients in the community / partner organisations outside Wesley Mission who support vulnerable clients
Industrial instrument:	Non Award Position

### 5. Major role responsibilities

#### 5.1 Our clients

Undertaking general maintenance tasks on client properties.

Using their skills to complete modifications on client properties which allow the client to remain living in their homes.

To support vulnerable people to be more independent at home and in the community, enhancing their quality of life and preventing their premature admission to residential care.

Deliver the above services using competent skills across a variety of disciplines including carpentry, metal fabrication, basic drainage assembly to stormwater.

Delivering a quality, efficient and respectful service to our clients.

Provide empathy and understanding of the needs and circumstances of clients and their immediate family.

Maintaining safety, security, and accuracy of client personal information in accordance with our policies and procedures.

Gain feedback from clients for all completed jobs by obtaining client feedback surveys.

Comply with Community Care Common Standards. Standard 1 Outcome 1.1 – 1.8.

Comply with department of aged care quality standards and NDIS practice standards.

To ensure services delivered to clients meet their needs as outlined by allied health professionals.

To ensure works conducted meet the job specifications agreed to by the client.

Provide flexible, timely services that respond to the needs of clients.

be a strong ambassador for the WHMMS team.

### 5.1.1 Performance Measures

Feedback from client satisfaction surveys. Target 100% satisfaction.

Adequacy of installations and compliance to occupational therapy(OT) requirements As reviewed and determined by your supervisor and OT installation reviews with 100% compliance.

Meeting of all building codes and standards for client safety 100% of the time.

## 5.2 Our people (our team)

Liaising the WHMMS team to achieve the goals and targets required.

Provide accurate and efficient transfer of information between staff.

promote and ensure adherence to Wesley Mission brand

ensure all Human Resource (HR) policies and procedures (P&P's) are understood and adhered to

on a quarterly basis, document your progress using the Employee Contribution & Development Plan (CDP) template and meet with your manager to discuss

ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself

regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc

identify and recommend opportunities to increase team satisfaction

attend all scheduled meetings.

### 5.2.1 Performance Measures

Attend 100% of arranged meetings within the workplace, unless directed otherwise.

Participate in the CDP process annually with quarterly catchup on progress.

Good level of team participation and satisfaction. Assessed at regular intervals and CDP.

## 5.3 Our operations

Maintain Wesley Mission assets and equipment to an acceptable standard.

Contribute to towards a culture of continuous improvement by streamlining or developing improved P&P's resulting in efficiencies in delivery.

Achieve progress and service delivery targets as directed.

Support the service to meet key operational goals and KPIs.

Ensure accurate and timely recording and collection of information and data to contribute towards effective reporting to funding bodies.

Provide a high quality of service delivering a high-quality craftsmanship.

Deliver services with the integrity and professionalism required by Wesley Mission services.

Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.

### **5.3.1 Performance Measures**

Work is completed within given timeframes. As determined by the tradesman's roster. Targets are tracked by the Carelink programme. Evaluated based on completions and client feedback.

Quality of work is to a standard where corrective actions are not required.

Monthly funding contract targets achieved, with monthly team feedback.

100% secure and accurate collection and storage of data via MS Teams and File Explorer.

High level of attention to detail in daily operations based on regular review of completed work by your supervisor and/or client feedback.

## **5.4 Our financials**

Submission on completion of accurate paperwork and data to support funding body reporting requirements and KPI's.

Operate within the financial constraints and policies of Wesley Mission.

Operate within the funding guidelines for each respective funding contract.

Ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.

Complete and return all hardcopy and electronic paperwork including supplier invoices to your supervisor or admin team for processing in a timely manner, allowing financial and reporting processes to be completed on time.

Operate within the budget constraints and financial policies of Wesley Mission and funding guidelines.

When entrusted with Wesley Mission assets, protect the asset from harm or loss and keep discretionary and personal costs to a minimum.

### **5.4.1 Performance Measures**

All supplier invoices and accounts are submitted for processing on a weekly basis.

Expenses are in keeping with the budgeted expectations or as directed by your manager.

- Accurate, on time monthly data/accounts submission to achieve financial board reporting and funding body contract requirements..

## 6. Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Comply with the legislated licensing requirements contained in the Home Building Act 1989 and the Home Building Regulation 2004
- As directed, undertake other activities to support the delivery of the WHMMS Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- Take responsibility for personal career development and training
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- Ensure the reputation and integrity of Wesley Mission is maintained at all times
- Maintain confidentiality..

## 7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

These will be in line with the measures indicated above in the 'major roles and responsibilities'

## 8. Selection criteria

To be successful in this position, you must possess the following:

### Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
  - Work in accordance with the organisation's Vision, Mission and Values.
  - Value people through kindness, respect, care and support.
  - Foster trust through honesty, integrity, reliability and fairness.
  - Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
  - Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
  - Demonstrated ability to work unsupervised as an effective team player and be receptive to change with a positive can-do attitude.
  - High levels of attention to detail, ethics, morals, and standards in their approach to work.
  - Empathy and understanding of the work we do and client challenges and behaviours.
  - Ability to work to strict time frames
  - Neat and tidy appearance
  - Communicates professionally and courteously with clients under all situations
  - Relates well to a range of people with sound listening and problem-solving skills
  - Confident professional with strong initiative and business acumen
  - Displays emotional maturity and resilience.

### Essential skills/knowledge

- Have demonstrated experience undertaking general maintenance tasks in a paid role
- Deliver a high quality of work and customer service
- A current Class C (minimum) NSW Drivers Licence
- Be able to drive a vehicle to various job sites to undertake clients work
- Understand safe work practices
- Work to set timeframes to complete jobs in a timely and efficient manner
- Be able to work with other Wesley staff on larger maintenance or modifications jobs
- Complete necessary paperwork and computerised reporting and recording of completed works

- Computer literacy including proficiency in the use of Microsoft office suite of programs along with the ability to use computerised devices such as iPhone, iPad and laptop or desktop computers
- Ability to follow direction to complete assigned tasks
- An ability to set priorities and to achieve them through good time management skills
- Skilled with hand and powered tools
- Ability to work as part of a team and individually
- Strong and clear communication skills both written and verbal
- Understanding of and ability to implement safe work practices

### **Desirable skills/knowledge**

- Experience in a not for profit or community service organisation.
- Knowledge of Australia Building Standards.
- Good problem-solving skills and the ability to refer to departmental guidelines and procedures
- An understanding of the issues faced by people with a disability and with the frail and elderly in the context of Home Modifications and living independently
- Experienced in construction of access ramps
- Knowledge & experience in Home Modification & Maintenance Services

### **Training and qualifications**

- Desirable qualifications for this role would be:
- Trades qualifications in carpentry or a related field
- First Aid certificate or willingness to undertake first aid training.

### **Agreement**

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.