

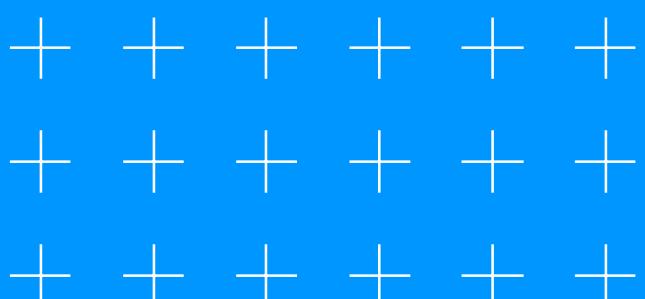


**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

Join The Royal
Melbourne
Hospital Team



Position Description

Plumber

THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**

Position Description

Position Title:	Plumber
Service:	Facilities Management - Engineering Services
Location:	City Campus
Reports To:	Engineering Services Operations Coordinator
Enterprise Agreement:	Victorian Public Health Sector (Maintenance) Multi-Employer Agreement 2023–2027
Classification:	OB7
Employment Status:	Full Time
Immunisation Risk Category:	Category A
Date of Review:	June 2025

POSITION SUMMARY

The Engineering Services Plumber at the Royal Melbourne Hospital (RMH) is accountable to the Operations Coordinator for the maintenance of Melbourne Health hydraulic services.

Although the primary focus of the position is hydraulic the candidate will be expected to complete all general maintenance as directed. These may include clearing gutters, minor plaster repairs, painting, replacement of light bulbs, tubes, basic carpentry works etc.. across the RMH City Campus, Royal Park Campus, and associated satellite sites.

Key responsibilities include:

- Supporting Patient Care: Delivering high-quality maintenance and engineering services to support hospital operations.
- Hydraulic Services: Maintenance and installation of current and future hydraulic services to support hospital function and requirements.
- Use of CAFM System: Utilizing the Computer-Aided Facilities Management (CAFM) system for efficient handling of work requests.
- Ensuring Safety: Maintaining compliance with safety and operational standards.
- Stakeholder Collaboration: Working closely with internal stakeholders, contractors, and external service providers.
- Managing Consumables: Maintaining consumables stock levels to ensure minimal downtime to Hospital services.

KEY ACCOUNTABILITIES

Maintenance Tasks

- Engage with Plumbing trade group to keep oversight of daily maintenance activities, ensuring timely completion of reactive and scheduled tasks.
- Pick up work tasks through the CAFM system, monitoring task progress, completion, and compliance with KPIs.
- Ensure maintenance work is completed with minimal disruption to clinical operations.
- Support the day-to-day operations, ensuring timely response and resolution of maintenance requests.
- Engage with electrical, mechanical, carpentry and primary maintenance officer teams to deliver high-quality services.
- Support the development and implementation of preventive and corrective maintenance programs to ensure compliance with safety and operational standards.
- Support the development and maintenance of asset registers, maintenance records, and compliance documentation.
- Collaborate with clinical and non-clinical departments to address maintenance concerns and optimise facility operations.
- Participate in emergency response planning and execution for critical building systems.

CAFM System Usage

- Monitor and update plumbing tasks from the CAFM system for accurate recording, tracking, and reporting of maintenance tasks.
- Ensure data integrity within the system, including updates on task status, customer feedback, and compliance metrics.

On-Call support

- Participate in the re-call roster for plumbing staff, ensuring adequate coverage for after-hours maintenance issues and emergency situations.

Customer Service & Stakeholder Engagement

- Liaise with internal stakeholders, clinical teams, and external contractors to ensure high levels of customer satisfaction.
- Monitor and respond to customer feedback, implementing improvements to enhance service delivery.

Safety, Compliance & Risk Management

- Ensure all maintenance activities comply with Work Health and Safety (WHS) regulations and healthcare-specific safety standards.
- Identify and escalate safety risks, implementing make-safe and corrective actions as necessary.
- Engage in and support a proactive safety culture within the Engineering team.

Procurement & Consumables Management

- Organise the CAFM procurement and receiving of goods and services as required for plumbing trades through the appropriate systems.
- Support the inventory of maintenance consumables, ensuring stock levels meet operational needs without excess.

Reporting & Continuous Improvement

- Support monitoring of maintenance performance, KPIs, customer satisfaction, and compliance by keeping task information up to date.
- Identify process improvements to optimise maintenance operations and resource utilisation.

Key ACCOUNTABILITIES continued..

General

- Work within your scope of practice and seek help where required.
- Work in partnership with consumers, patients, and where applicable, carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work, including participation in annual performance discussions.
- Speak up for safety, our values, and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place, and incidents are recorded, investigated, and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up.
- Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- Ensure compliance with relevant legislation, hospital policies, and Australian building codes and standards
- Take reasonable care for your safety and wellbeing and that of others.
- Contribute to organisation-wide and service/division initiatives and planning activities.

KEY RELATIONSHIPS

Internal

- Engineering and Facilities Management Teams
- Engineering Trade staff
- Asset Replacement Team
- Clinical and Non-Clinical Departments
- Major Capital Works Team
- OH&S and Compliance Teams

External

- Contractors and Service Providers
- Regulatory Authorities
- Parts, Equipment and Material Suppliers
- Industry and Professional Networks

KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Licensed Plumbing Certificate
- TMV Certificate
- Backflow Prevention Device Certificate
- Strong problem-solving skills to diagnose maintenance issues and the ability to manage competing priorities in a fast-paced environment.
- Demonstrated understanding of safe work practices and safe access / permit systems
- Sound written and oral communication skills and numeracy skills
- Extensive customer service skills with the ability to provide accurate and timely advice to customers in a pleasant and helpful manner
- Have a good working knowledge of all building services and systems in Hospital facilities.
- Valid Drivers License
- Working with Children Check

Desirable:

- Experience working in a hospital or healthcare environment.
- White Card: Certificate 1 in Construction
- Computer skills
- Experience with automated building management systems
- Have a working knowledge of the computerised maintenance system and be able to complete work order details and maintain asset histories.
- Licensed Gas Fitting

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Timeliness and efficiency of maintenance CAFM task completion.
- Compliance with hospital policies, OH&S regulations, and industry standards.
- Support effective budget management and cost control within building services operations.
- Stakeholder satisfaction with service delivery and response times.
- Support implementation and effectiveness of preventive maintenance programs.
- Quality and accuracy of maintenance records, asset management, and compliance documentation.
- Response time and effectiveness in addressing emergency maintenance situations.

AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

• **Equity, Inclusion, Belonging and Safety**

- As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

• **First Nations Commitment**

- We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

• **Child Safe Standards**

- RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

• **Equal Opportunity and Accessibility**

- We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.

• **Thriving Together**

- Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date
