

POSITION DESCRIPTION

POSITION TITLE	Gardener
LOCATION	Taradale Masonic Rest Home and Continuing Care Elmwood Memory Care Home and Hospital
REPORTS TO	Finance & Operations Manager
DIRECT REPORTS	Nil
DATE	February 2025

OUR VALUES – What we hold most dear

Embrace life & living – people, community, culture, difference, with fun, humour & positive energy.

Accept & respect choice – with openness and sensitivity, of individuality and individual needs, because we are stronger together.

Act with a service heart – with aroha, care and kindness for our residents, their families, our communities and each other.

PURPOSE

To deliver high-quality gardening and grounds maintenance services across the various sites of the Napier District Masonic Trust (NDMT). This includes regular upkeep and enhancement of outdoor spaces to ensure all gardens and outdoor areas are always attractive and well presented.

KEY OBJECTIVES

- Execute approved design plans accurately to the highest standard, as directed.
- Undertakes regular garden maintenance activities, ensuring gardens remain highly presentable all times.
- Provide exceptional customer service ensuring communication with residents, their family/whānau and staff is always friendly, professional and effective.
- Carry out all gardening requests efficiently and to a high standard, ensuring matters of concern are always promptly escalated to the Maintenance Team Leader or Finance & Operations Manager, as appropriate.
- Maintain the security and safety of residents, plant, equipment and properties at all times while carrying out duties.

KEY RESPONSIBILITIES

KEY TASKS	PERFORMANCE OUTCOMES
Gardening and Grounds Maintenance	<ul style="list-style-type: none"> • Perform regular garden maintenance activities in accordance with the maintenance schedule. • Address urgent requests promptly, while ensuring that routine garden maintenance is carried out efficiently within designated timeframes. • Ensure all gardens and outdoor areas are consistently left in a clean, well-maintained condition after each task. • Maintain and store all gardening tools provided by NDMT with care and in accordance with manufacturer's guidelines, safety requirements and NDMT procedures. • Follow all policies and procedures outlined by NDMT, ensuring compliance with internal guidelines and best practices. • Maintain accurate and comprehensive work records, including detailed logs of time spent on each resident's garden and at each site, to ensure transparency, accurate costing of time and reporting. • Share knowledge to assist with the selection of plants and materials for garden and grounds projects as required.
Relationship Management	<ul style="list-style-type: none"> • Build and maintain professional and effective relationships with key internal and external people and contacts across all levels across the organisation eg, residents and their families/whānau, contractors, suppliers, etc to ensure effective communication and the smooth operations of the services NDMT provides.
Health and Safety	<ul style="list-style-type: none"> • Demonstrate a clear understanding of Health & Safety requirements including reporting of any identified safety hazards, near misses, incidents and accidents. • Demonstrate knowledge and understanding of NDMT emergency procedures including emergency evacuation procedures and Civil Emergency Procedures (if applicable). • Support and adhere to all health and safety policies, procedures and systems that promote the health, safety and wellbeing of all people who work in, live in and access NDMT. • Ensure the appropriate use of Personal Protective Equipment (PPE) as required for specific tasks or work environments and ensure compliance with PPE protocols to maintain personal and team safety.
Cultural Awareness	<ul style="list-style-type: none"> • Participate in ongoing training and development provided to enhance knowledge and understanding of cultural awareness, ensuring respectful and inclusive practices that recognise and honor the diverse cultural backgrounds and preferences of all residents and colleagues. • Actively engage in and promote the principles of Te Tiriti o Waitangi in all interactions and decision-making processes. • Ensure all services provided to residents are spiritually and culturally appropriate by maintaining awareness of the principles of Te Tiriti o Waitangi, respecting tikanga Māori (Māori customs and protocols), and applying these cultural understandings in everyday interactions and professional settings. • Recognise the importance of the Pacific culture, language faith and family values and support NDMT to foster an inclusive environment by embracing and integrating Pacific Island cultural values, customs, and worldviews.
Professional Development	<ul style="list-style-type: none"> • Participate in the Mandatory Study programme that is operated by NDMT. • Maintain up to date knowledge with relevant legislation, best practice activities, procedural and policy developments specific to your role. • Maintain professional standards through self-development and attendance at appropriate courses.
Confidentiality	<ul style="list-style-type: none"> • Maintain strict confidentiality at all times including compliance with the Privacy Act 2020 and all related organisational policies.

General	<ul style="list-style-type: none"> • Treat all residents, their families/friends/representatives and staff with respect at all times. • Positively promote the reputation of the NDMT at all times. • Carry out any other additional duties as may be reasonably required from time to time.
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PERSON SPECIFICATION

Qualifications

- A formal qualification in horticulture, landscaping, or a similar is desirable, but not essential.
- Current First Aid Certificate (preferred).
- Full clean driver's licence.

Skills and Experience

- Ideally a minimum of 3 years' experience in a similar role, preferably in commercial environments.
- Strong attention to detail and a commitment to quality service.
- Basic computer literacy.
- Ability to work independently and as part of a team.
- Good communication skills, especially when interacting with residents, their family/whānau and colleagues.
- Good knowledge of plant care, garden maintenance, and groundskeeping equipment.
- Physical fitness and ability to perform manual labour in varying weather conditions.