



Position Description Supervisor (ADE)

Flourish Australia – Supporting Mental Health and Wellbeing

Position Details

Position Title:	Supervisor
Award:	Supported Employment Services Award 2010
Level:	Level 5
Service:	Community Business Australian Disability Enterprises (ADE)
Employment Type:	Full-time
Hours of Work:	35hrs/week

Position Summary

Supervisors with Flourish Australia's Community Businesses are responsible for supporting and training Employees working in the Australian Disability Enterprises (ADEs).

Prestige Packing Co. and Enterpraise are Flourish Australia's main ADE business undertakings. These businesses operate with commercial contracts and have been successful business ventures providing a great opportunity for people with lived experience of mental health issues to participate in real jobs.

The role of the Supervisor is to:

- Ensure that efficient and quality work is carried out whilst ensuring Employees' and business service satisfaction
- Plan and direct daily production activities to ensure that operations are efficient, effective and meet the organisation's requirements
- Provide Employees with the training, support and resources they require to efficiently complete their tasks in a safe environment, in compliance with the terms of the PRA Enterprise Agreement, Disability Service Standards, Workplace Health and Safety legislation and other relevant requirements
- Motivate, oversee & coordinate the work activities of Employees.

Supervisors (ADE) lead teams of Employees to carry out their work on commercial contracts and provide people with the vocational skills and support required so that they can transition into and maintain meaningful open employment. Supervisors are required to have knowledge of and to work across all business contracts within the community businesses as operationally required.

About Flourish Australia

Flourish Australia (formerly RichmondPRA) is one of the largest providers of psychosocial mental health support services in Australia. We bring program diversity, a commitment to quality and intent to enable personal recovery for all who utilise our services.

Flourish Australia works in local communities to help people on their mental health recovery journey. Our services are designed to support people in the way that suits them best, whether that's through help finding a place to live, a job that's fair and rewarding, or more structured health services to assist day-to-day living.

As part of the suite of supports and resources provided, Flourish Australia operates social enterprises and community businesses with the purpose of creating sustainable employment, vocational and training opportunities for people with mental health issues.

Vision

Flourish Australia's vision is to enable full participation within a diverse and inclusive community.

Mission

Flourish Australia's mission is to work together for optimal mental health and wellbeing.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect and trust.

Community Businesses (ADE)

The aims of Flourish Australia's community businesses (ADE) are as follows:

- Social: to create a recovery and reintegration pathway for people with mental health issues through various employment activities.
- Economic: to operate the business on a commercially sustainable basis of profitable growth whilst simultaneously offering employment opportunities for people.
- Product: to provide a range of commercial industry-standard products that meet the expectations and needs of targeted markets.
- Support: to increase awareness of mental health issues and encourage businesses to support Australian Disability Enterprises and social enterprises.

The community businesses (ADE) include:

- Packing and light assembly
- Cleaning and ground maintenance
- Hoarding and Squalor Restoration
- Printing, binding and graphic design
- Digital scanning

Relationships and Authority

Reports to: Manager (ADE), and Senior Manager (ADE)

Direct reports: Employees

Supervisors (ADE) perform work under limited supervision either individually or in a team environment and assist with the supervision of Employees. They may coordinate and broadly oversee the work of one or more General Hands or Employees.

Organisational Accountabilities

A Supervisor (ADE) with Flourish Australia agrees to:

- Abide by all Flourish Australia procedures and policies
- Actively ensure the health, safety and wellbeing of themselves and others at work in accordance with their delegated authority and in accordance with the Work Health and Safety Act 2011
- Understand and abide by the Flourish Australia's Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times
- Be responsible for engaging in discussion about, and helping to create and sustain a culture of, continuous quality improvement
- Actively promote a 'no wrong door' approach
- Provide day-to-day supervision to Employees
- Commit to the detection and prevention of fraud
- Identify possible organisational risks and adhere to the Risk Management Framework
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key Tasks and Responsibilities

Supervisors may hold a Trade Certificate or equivalent qualifications and are able to exercise the skills and knowledge of that trade. In the absence of formal qualifications and in non-trade areas, relevant experience may be sufficient to enable a Supervisor to work at this grade.

A Supervisor - (ADE) is responsible for (but are not limited to):

- Providing support and supervision to Employees in the work environment to ensure completion of contract work and related tasks
- Adhering to work plans and complete work within set time frames to an expected standard of quality.
- Inspecting equipment, machinery and tools for quality or quantity non-conformance
- Being competent in the use of machinery, equipment, tools and chemicals and possess the ability to carry out basic maintenance & repairs to machinery and equipment
- Contributing to greater efficiency by suggesting improvements, adjustments or re-appraisal of current methods and processes
- Resolving work issues, conflict issues, and job allocation or work difficulties
- Creating & maintaining job records related to work plans, completion times & quality
- Ensuring that all complaints and grievances are addressed, and dealt with in accordance with documented procedure
- Ensuring the manager is made aware of vehicle and machinery maintenance and repairs, when required
- Interpreting production orders to assess packaging requirements and ensuring availability of product, operations requirements and standards of production to verify conformance to agreed specifications.
- Providing accurate written and verbal information in relation to employee performance, support and supervision
- Maintaining a safe work environment for self and employees and providing accurate documentation of risk assessments, hazards and incidents.

Performance Measures

Supervisors (ADE) will know they have been successful in their role when they work to this position description and achieve the following performance measures:

1. Professional Development

- 1.1 Develop and maintain a good understanding of recovery-oriented service delivery and possess personal behaviours that inspire hope and facilitate the achievement of individual recovery goals.
- 1.2 Participate in mandatory training, reflective practice, and personal situation plans, in accordance with policy.
- 1.3 Obtain a Certificate IV in Non-Clinical Mental Health.
- 1.4 Actively work in a manner which maintains a safe environment for themselves, their colleagues, and people accessing our services, and report any work health and safety concerns immediately as they arise.

2. Organisational Effectiveness

Meet contractual service delivery and reporting requirements

- 2.1 Ensure services are delivered in accordance with funding contracts.
- 2.2 Meet and exceed the relevant service standards and accreditation requirements; including ISO 9001, ISO 4801, ISO 14001, Disability Services Standards and 'quality management systems.

Data administration

- 2.3 Ensure all Flourish Australia documentation is completed in a professional manner and that database records are kept up to date.

3. Supporting Our People

- 3.1 Ensure all Employees are working towards their recovery and vocational goals.
- 3.2 Support Employees to access support and training when required.
- 3.3 Ensure incidents and complaints relating to Employees are managed in accordance with the Incident and Complaints policy.
- 3.4 Ensure that efficient and quality work is carried out whilst ensuring Employees' and business service satisfaction.
- 3.5 Ensure daily production activities are planned and directed efficiently and effectively in accordance with customer contract requirements.

Required Skills and Personal Attributes

To be successful in this role, the Supervisor - (ADE) is required to:

- Experience working with people from diverse backgrounds
- Have some understanding of technology and invoicing systems

- Work independently, and as part of a team
- Think creatively to solve problems
- Have good time management and delegation skills
- Apply sound working knowledge of recovery-oriented practice
- Have good interpersonal and communication skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy
- Value diversity and be respectful at all times
- Be committed to professional and ethical conduct
- Be committed to the positive vocational outcomes of Employees

Key Selection Criteria

“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”

1. Relevant qualifications in horticulture, packaging and/or cleaning (or willingness to obtain).
2. Certificate IV Non-Clinical Mental Health (or willingness to obtain).
3. Well-developed communication, negotiation, and advocacy skills.
4. Demonstrated understanding of the challenges faced by people with a lived experience of severe and persistent mental health issues and how providing a recovery-oriented service is of benefit to people.
5. Confidence to successfully work with and motivate a team.
6. Ability to apply common sense in dealing with everyday work practices.
7. Ability to work and proceed with minimal supervision.
8. Current Australian Driver’s Licence (manual).
9. Current First Aid Certificate.

Appointments will be subject to satisfactory Australian residency, work reference checks, and National Criminal Record checks.

Agreement

I, _____, have read and understand the obligations of a Supervisor - (ADE) with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia’s policies and procedures.

Supervisor (ADE)

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.