

Position Description



position title: Supervisor
responsible to: ADE Coordinator or Supported Employee Development Coordinator or nominee

Our Vision

To be a strong community business expanding opportunities for all.

Our Mission

To provide opportunities for growth, development, support & security for people with disabilities and their communities.

Our Values

- Professionalism and Continuous Improvement
- Learning and Development
- Quality and Dedication
- Accountability and Transparency
- Understanding and Compassion
- Creativity and Innovation
- Community Participation and Teamwork

Disability Service Standards

RIGHTS *Purpose:* Each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community *Practice Requirement 1:* Each person is aware of their rights and can expect to have them respected *Practice Requirement 2:* Service providers are to uphold and promote the legal and human rights of each person.

PARTICIPATION *Purpose:* Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose *Practice Requirement 1:* Each person is actively encouraged and supported to participate in their community in ways that are important to them *Practice Requirement 2:* Service providers develop connections with the community to promote opportunities for active and meaningful participation

INDIVIDUAL OUTCOMES *Purpose:* Each person is supported to exercise choice and control over the design and delivery of their supports and services *Practice Requirement 1:* Service providers maximise person centred decision making *Practice Requirement 2:* Service providers undertake person centred approaches to planning to enable each person to achieve their individual outcomes.

FEEDBACK AND COMPLAINTS *Purpose:* When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process *Practice Requirement 1:* Each person is treated fairly by the service provider when making a complaint *Practice Requirement 2:* Each person is provided with information and support to make a complaint *Practice Requirement 3:* Each service provider has the capacity and capability to handle and manage complaints.

SERVICE ACCESS *Purpose:* Each person has access to information and is assisted to access the supports and services they need to live the life they choose *Practice Requirement 1:* Service providers make available information about their services *Practice Requirement 2:* Service providers have clearly defined processes that enable fair and transparent access to services

SERVICE MANAGEMENT *Purpose:* Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support *Practice Requirement 1:* Each person receives quality services which are effectively and efficiently governed *Practice Requirement 2:* Each person

receives quality services that are well managed and delivered by skilled staff with the right values, attitudes, goals and experience.

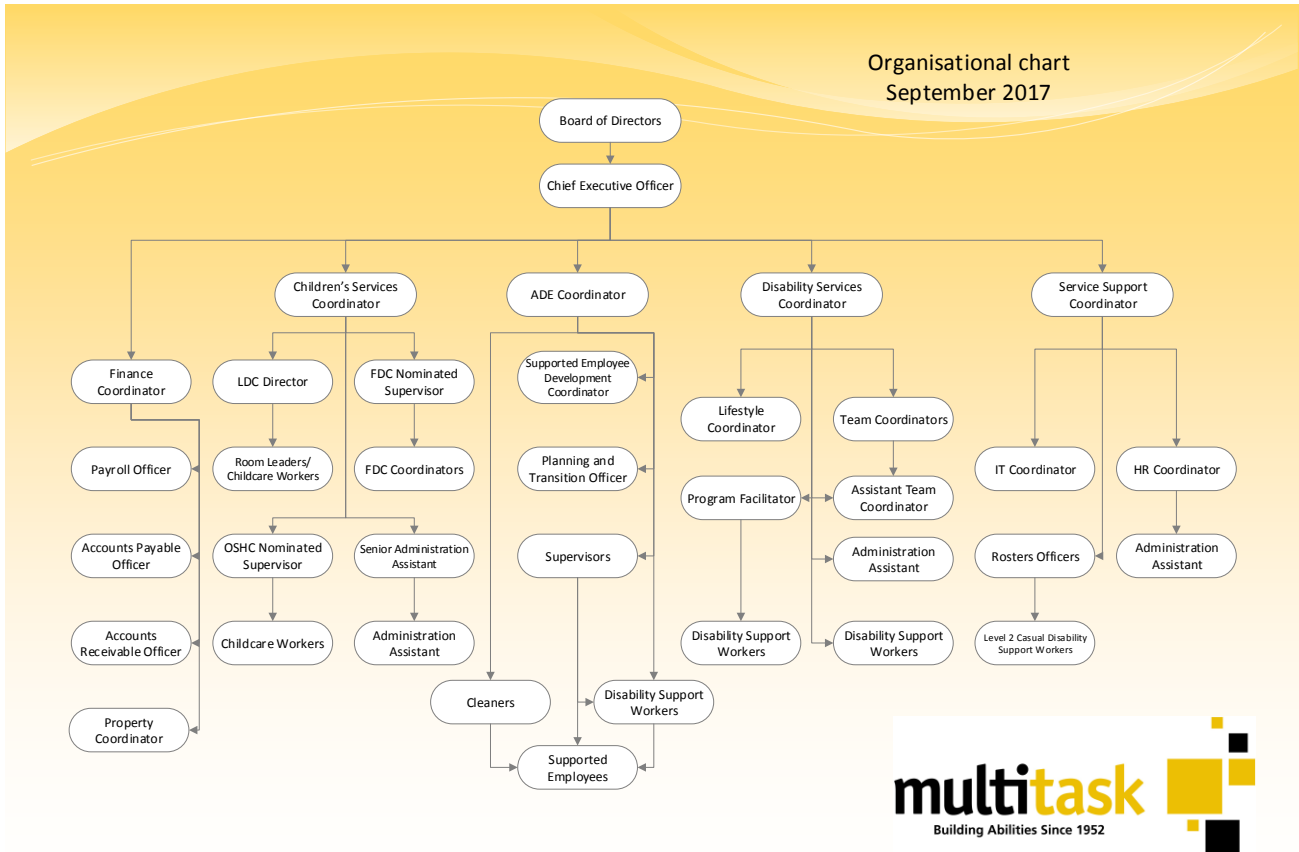
Position Purpose		
The role of the Supervisor is to manage a team and provide support to Employees on a Supported Wage in the work environment, and contribute to the day to day operations of business services working across all business services areas, as required.		
Inherent requirements and responsibilities	Performance Measures (what to do)	Key Performance Indicators (how it may be demonstrated)
Supervision and development of staff	Provide professional support and regular supervision of a team in accordance with the guidelines and policies of Multitask.	Evidence of supervisions with coordinators and employees taking place and collection of data.
Actively support Employees on a Supported Wage in their work	Lead and manage a small team and develop a business service that is flexible and individualised in response to production and maintenance staff needs, while meeting the business needs of the section.	Feedback from production and maintenance staff indicate the service is responsive to their needs.
	Observe and monitor staff on a day to day basis to ensure that good practice and productivity is in accordance with the targets provided.	Recommendations are made to maintain/improve productivity to meet targets.
Training and development	Identify learning and development needs of team members.	Any learning and development needs of production and maintenance staff are recorded and addressed.
	Maximise abilities and skills with on the job training. (The Supported Employee Development Coordinator may be utilised as a support and resource for all other training.)	On the job training is provided to maximise staff's abilities and skills.
	Report the outcome of training and document on system. Ensure evaluation of ongoing and future training needs for production and maintenance staff.	There is evidence of ongoing evaluation occurring through regular updating of notes in carelink+
Complete required administration, documentation, reporting and data entry	Process orders, shipments, and invoices in accounting system for all customer orders.	Orders, shipments, and invoices are processed and relevant documentation and data entry is completed.
	Ensure consumer materials are available for consistent production and complete corresponding purchase orders and data entry processes.	Consumer materials are available for consistent production and purchase orders and data entry is completed.
	Maintain staff rosters and modify shifts in carelink+ as required and in consultation with other staff and coordinators.	Staff Carelink+ rosters are maintained in accordance with roster procedures and coordinators are consulted as required
Business Service delivery support	Ensure production aspects of the role are completed efficiently and within set timeframes, and in line with requirements including quality and WHS.	Production timelines are met in line with legislative requirements.
	Inform Coordinators of any issues that impact on production.	Coordinators are made aware of any issues that impact on production
	Implement and follow the Employment Plan.	Feedback from staff and relevant documentation indicates the Employment Plan is being followed.

	If required, assist with preparation of public relations material and event/launch preparation or assist with the implementation of fundraising plans.	Assistance is provided with public relations and fundraising.
	Promote products and inform customers or potential customers of services provided.	Products and services are promoted to customers.
	Liaise with other external agencies to ensure optimum customer service and business outcomes.	Feedback from stakeholders indicates relationships are positive and customer feedback indicates service is courteous and prompt.
	Manage the administration of budgets and supply quotes to potential customers in consultation with Coordinators.	Quotes are managed and costs are kept within budget with variances reported.
	Provide problem solving expertise on a wide range of issues affecting your business in consultation with the Coordinator.	Issues are addressed in consultation with the Coordinator
	Provide induction/orientation to new staff in your business area.	New staff are provided with induction/orientation in their work area.
	Ensure compliance with the Disability Standards in daily work practice.	The Disability Service Standards are adhered to and promoted in daily work practice. Measured via feedback from supervisors, staff and Coordinators.
Provide, assess and modify practical and physical support as needed	Support individual health and personal care needs of production and maintenance staff. Support production and maintenance staff' abilities in their daily activities.	Measured by participant, colleague and Coordinator feedback and also by self-assessment through supervision.
Be compliant with Work Health and Safety (WH&S) and be responsible for ensuring standards are maintained.	Demonstrate knowledge and understanding of WHS legislation, standards and requirements.	WHS legislation, standards and requirements are implemented and records and reports produced and maintained in a timely manner, e.g. incident reports and hazard notifications.
	Take all reasonable action to protect Multitask assets from damage and or loss.	Compliance policy, procedures and safe working practices are adhered to.
Continuous improvement	Use various tools to improve performance, ability and skill base to support growth and development with individuals and team work.	There is active participation in the supervision, quarterly planning and annual appraisal.
	Use initiative to seek organisational opportunities for departmental area growth.	There is active participation in relevant meetings, training activities etc. evidenced by calendar use.
	Take opportunities to increase skills through identifying relevant training and study opportunities that will contribute to improved organisational outcomes.	Relevant training is identified in both supervision and appraisal documentation and evidence it has been followed through.
	Demonstrate commitment to change management processes.	Organisational changes and sustainable environmental practice is supported.
	Identify and develop project opportunities to address service gaps, implement project work and report on findings and recommendations.	There is evidence through supervision and meetings that gaps are identified and projects developed and undertaken to enhance service delivery.

Be compliant with codes, guidelines, policies, procedures & Disability Service Standards	Demonstrate knowledge and understanding of codes, guidelines, policies and procedures and Disability Services Standards as amended from time to time.	Codes, guidelines, policies, procedures and Disability Service Standards are adhered to at all times.
Comply with Equal Opportunity and relevant legislation and support diversity.	Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; participants, other staff or the community. Model appropriate standards of professional conduct at all times.	Interactions with participants, colleagues and stakeholders are undertaken in a courteous and sensitive manner. Cultural and linguistic diversity is taken into consideration. There is positive feedback from others regarding your interactions.
Other duties related to the role as requested by the ADE Coordinator or Supported Employee Development Coordinator or nominee		

Essential Criteria
<p>Qualifications</p> <ul style="list-style-type: none"> • Certificate IV Disability Services or other equivalent/higher qualifications OR equivalent work experience • A current First Aid Certificate • A current Manual Driver's Licence <p>Professional skills and experience</p> <ul style="list-style-type: none"> • Experience in small business management/operations. • Experience with supporting people in areas such as personal care, health and well-being, active community participation and skill development. • Knowledge of contemporary approaches such as person centered planning or active support. • Thorough understanding and commitment to Disability Services Act and Standards, Work Health and Safety and Equal Opportunity. • Computer literate: intermediate competency with the Microsoft Suite & be comfortable with data entry. <p>Interpersonal skills and experience</p> <ul style="list-style-type: none"> • Strong interpersonal skills and demonstrated capacity to collaborate as part of a diverse team. • Demonstrated ability to problem-solve and use initiative. • Ability to work autonomously, know when to source guidance and advice from the Coordinator and utilise time effectively A reasonable level of physical fitness, health and resilience to fulfill the demands of the role • A reasonable level of physical fitness, health and resilience to fulfill the demands of the role

Organisational chart
September 2017



Variation to Conditions of Employment

These conditions of employment, your duties and your location may be varied by Multitask during the term of your employment. The terms and conditions in this Position Description are to be read in conjunction with the general terms and conditions of employment which form part of your letter of offer.

Agreement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general terms and conditions of employment and I agree to abide by the terms and conditions stipulated therein.

Name: _____ **Signature:** _____ **Date:** _____
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