



Position Description

Building Works Supervisor

Wesley HMMS & Property Maintenance

Agreement

Signed –Manager Wesley HMMS & Property
Maintenance

Signed – Employee

Date

Date





Building Works Supervisor

Wesley HMMS & Property Maintenance

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 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 to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Wesley HMMS & Property Maintenance

Wesley Home Modifications and Maintenance Service (HMMS) & Property Maintenance provides a commercial solution for property asset maintenance across commercial and social applications. As a commercial supplier of asset maintenance services, Wesley HMMS & Property Maintenance employs individuals from a range of disadvantaged backgrounds, supporting the employee to learn new skills, build resilience and independence, and participate in meaningful employment.

Through government funded programs, Wesley HMMS & Property Maintenance supports people with a disability and the frail and elderly to retain their independence in their own homes. This is achieved through modifications to existing properties to allow our clients to remain in them, living independently and comfortably, and through the provision of targeted maintenance services to support the client's independence.

3. Overview of role

The Building Works Supervisor supports the effective operations of Wesley HMMS & Property Maintenance through oversight and coordination of Wesley trades staff across all levels of Home Modifications and Maintenance service work and of the larger scale modification works conducted under Home Modifications, Aged Care, NDIS funding and



Fee For Service streams. The role is responsible for the contracting of external suppliers to fulfil the requirements of the funded contracts, and coordination of these suppliers to achieve quality outcomes across the service streams.

The Building Works Supervisor will ensure all contracted suppliers meet relevant Wesley Mission and regulatory requirements, as well as ensuring work is completed to a high quality standard. Key components of the role include:

- Prepare quotes for Modifications work & Sign off on all HMMS quotes as accurate and reasonable
- Maintaining a base of competent suppliers able to deliver on the requirements of the contracted work
- Ensuring staff time is utilised effectively and efficiently, minimising staff time not contributing to recordable outputs
- Provide support and supervision for Wesley trades staff
- Ensure delivery of HMMS services with consideration to Intake and Consumer documentation
- Provide on-site support for consumer, carers and their advocates where appropriate to the role
- Ensure service delivery targets are met through the implementation of effective and efficient service delivery
- Be aware of the financial drivers of the business and the Key Performance Indicator targets set for HMMS
- Maintain accurate documentation
- Maintain current qualifications pertinent to the position and undertake relevant training when necessary
- Coordination and scheduling of suppliers to complete modifications work under established contracts, NDIS and Aged Care funding
- Overseeing work to ensure completion to a high quality standard
- Responsible for sign-off of all modifications work prior to final payments to suppliers

4. Relationships

Reports to: Manager, Wesley HMMS & Property Maintenance

Works with:

- Wesley HMMS & Property Maintenance staff
- Wesley Employment Services QRC
- Other Wesley Mission teams, Committees, Networks and Boards
- Other Wesley Mission staff
- Partner organisations outside Wesley Mission including Uniting Church, local councils, government departments, service providers and industry organisations.

5. Major role responsibilities

5.1 Our clients

- To ensure services delivered to clients meet their needs as identified by the client and any relevant third party (eg, NDIS, Occupational Therapist, Package Coordinator)
- To ensure services delivered to clients are to the highest quality standard



- To maintain open communications with clients and contractors to ensure deliverables are met, and to ensure clients have a good understanding of the works to be completed and their financial responsibilities
- Provide flexible, timely services and advice that respond to the needs of clients.
- Be a strong ambassador for Wesley HMMS & Property Maintenance

5.1.1 Performance Measures

- Client satisfaction surveys
- Clients express an understanding of the works to be completed

5.2 Our people (our team)

- Support other Wesley HMMS & Property Maintenance staff
- Provide support and supervision for Wesley trades staff
- promote and ensure adherence to Wesley Mission brand
- Ensure contractors comply with Wesley Mission policy and procedure
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- on a quarterly basis, document your progress using the Employee Contribution & Development 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 supervisor 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
- Participate in and contribute to Employee Contribution and development process

5.3 Our operations

- To maintain a base of suitable contractors to complete work required under Government, NDIS and Aged Care funding streams
- Ensure accurate collection of information and data to contribute towards effective reporting to funding bodies
- Ensure contractors comply with Wesley Mission and regulatory standards
- Support the service to meet key operational goals and KPIs
- Coordinate contractors and jobs to contribute towards achieving operational goals and KPIs
- Contribute to a culture of best practice to create efficiencies in delivery
- Comply with Community Care Common Standards Standard 1 Outcome 1.1 – 1.8.
- Support adherence to the National Disability Service Standards
- Undertake a role in continuous improvement of all programs through the streamlining or development of new policy and or procedures



- 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

- Client and Job information is accurate
- Ensuring staff time is utilised effectively and efficiently, minimising staff time not contributing to recordable outputs
- Contractors are qualified and meet Wesley Mission and regulatory body requirements

5.4 Our financials

- Prepare quotes for work ensuring a suitable margin is achieved
- To support the effective transfer of information between the various areas of Wesley HMMS & Property Maintenance so that client accounts and finances are maintained accurately
- NDIS work is verified in a timely manner to allow claims submission by accounts staff
- When entrusted with Wesley Mission assets, protect the asset from harm or loss and keep discretionary and personal costs to a minimum.
- Ensure projects are delivered to budget through the accurate and timely processing of financial transactions

5.4.1 Performance Measures

- Quoting supports are reviewed 6 monthly for accuracy and currency
- NDIS work is verified for claiming on completion / sign-off of work
- Quotes are prepared in accordance with Wesley practices

5 Professional responsibilities

- participate in relevant policy development processes where appropriate
- comply with the legislated licensing requirements contained in the Home Building Act 1989 and the Home Building Regulation 2004
- National Disability Service Standards are adhered to in delivery of services to people with a disability
- as directed, other activities to support the delivery of the Wesley Home Modifications and Maintenance Service Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate



- 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
- accept such other duties as may from time to time be determined by your supervisor
- maintain confidentiality.

6 Selection criteria

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

Demonstrated behaviours

- works effectively in a team environment
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- communicates well with team management, team members and clients
- confident with strong initiative
- displays emotional maturity and resilience

Essential skills/knowledge

- Current Builders licence and a willingness to be identified as the nominated supervisor on the Wesley Mission Builder's Licence
- Strong coordination and planning skills
- Strong and clear communication skills both written and verbal
- able to manage multiple projects simultaneously
- experience with Quote preparation
- class C NSW Drivers Licence
- Good Computer Literacy, particularly in database maintenance/entry
- Good problem solving skills and the ability to refer to departmental guidelines and procedures
- An ability to set priorities and to achieve them

Desirable skills/knowledge

- Knowledge of and experience in Home Modification & Maintenance Services