



Position Description

Warehouse Supervisor – Wesley Packaging

Wesley Social Enterprises

November 2021

Agreement

Signed – Operations Manager

Signed – Warehouse Supervisor

Date

Date



Warehouse Supervisor

Wesley Social Enterprises

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 Social Enterprises

Wesley Social Enterprises is a diverse group of businesses which provide services to a variety of groups within our communities. Key responsibilities are:

- to ensure the activities of Wesley Social Enterprises are operated effectively and efficiently, and provide a quality service
- to provide role modelling and training that recognises and respects the strengths, needs and goals of individual staff and Supported and vulnerable employees
- to ensure adherence to departmental and other standards including Department of Social Services requirements, the Disability Service Standards, NDIS Practice Standards, TGA / APVMA / GMP requirements and Wesley Quality Management Systems



3. Overview of role

- To support operational compliance with all contracts, TGA and APVMA licences, customer requirements, internal and external audit services, Workplace Health & Safety and all workplace legislation.
- To support the development of Supported Employees through appropriate role modelling and targeted training
- To assist supported employees, volunteers and other casual employees in their daily duties
- Manage warehouse functions including loading & unloading delivery vehicles, counting & receipting stock, pallet management
- Undertake non-warehouse Supervisor duties when not required in the warehouse, including (but not limited to) running a production line, maintaining production documentation, printing of packaging materials, stocktaking

4. Relationships

Reports to: Operations Manager – Wesley Social Enterprises

Direct reports: NIL

Works With: Wesley Packaging Production Coordinator
Wesley Packaging Production Supervisors
Wesley Packaging Quality Controller
Wesley Packaging Administrative staff
David Morgan Centre Support Staff
Wesley Packaging Supported Employees
Wesley Social Enterprises QRC Specialist

5. Major role responsibilities

5.1 Our clients (and customers)

- to ensure all contractual requirements are met
- to ensure the security of customer products and packaging materials through accurate receipt and despatch documentation
- to ensure that tasks are performed in accordance with Wesley Social Enterprise Policies and procedures
- to support the training and development of supported employees

5.1.1 Performance Measures

- work is completed within given and set timeframes, including the timely receipt and labelling of products
- work is completed to the required standard
- all GMP requirements are adhered to during production
- Supported Employee training is evidenced through completion of competency assessments



5.2 Our people (our team)

- positive role modelling for Supported Employees
- contribute to the supervision of a productive and efficient team
- share responsibilities and accountability for performance
- take accountability in a team environment

5.2.1 Performance Measures

- No adverse events with other staff and supported employees
- Display positive team work
- Display a willingness to contribute through actions and ideas
- All tasks are carried out to support the effective productivity of the team

5.3 Our operations

- Complete work in a timely, effective and efficient manner
- Complete work in line with TGA / APVMA / GMP requirements
- To follow required instructions in completing work
- Contribute to the effective operation of the production team

5.3.1 Performance Measures

- contractual requirements are consistently met
- production output achieves set standards within determined timeframes
- TGA / APVMA / GMP standards are met and recorded appropriately
- Documentation is completed in a timely manner and in accordance with GMP requirements
- Documented practices support completed work

5.4 Our financials

- minimise waste so as to reduce wastage costs
- steward Wesley Mission resources and equipment
- Monitor / steward correct hire pallet balances
- Contribute to efficient practices and identify ways to improve efficiency

5.4.1 Performance Measures

- minimal waste produced
- pallet balances remain accurate and/or positive
- Forklifts are serviced as required and in good repair
- Actively supports the continuous improvement of efficient work practices



6. Selection criteria

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

Demonstrated behaviours

- Works effectively in a team environment
- Works quickly and with a keen eye for detail
- Maintains a clean and ordered warehouse
- Supports employees with challenging Intellectual disabilities to complete their work
- Follows instructions from Supervisors and Coordinators
- Will pass a criminal record and Working with Children checks

Essential skills/knowledge

- Good literacy and numeracy skills
- Physically fit to unload shipping containers and in some instances, heavy items
- Good regard to Work Health and Safety, particularly around manual handling
- Ability and willingness to complete GMP training annually
- Ability and willingness to complete First Aid training
- Current Forklift licence, and demonstrated experience driving a forklift in a warehouse setting
- Current Class C Manual drivers licence
- Ability and willingness to perform repetitive and manual tasks
- Ability to identify faulty goods and to bring to the attention of management
- Hold, or willing to obtain within the first 12 months of employment a Certificate 3 in Disabilities (or equivalent)

Desirable skills/knowledge

- Experience working with people with an intellectual disability
- Experience working in a GMP environment
- Aptitude and ability to undertake basic repairs (Machinery and/or building)