



Position Description

Production Manager (Disability Enterprise)

David Morgan Centre
Wesley Social Enterprise
September 2022

Agreement

Signed–Supervisor

Signed–Production Manager

Date

Date



Production Manager

David Morgan 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 servanthood, 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 David Morgan Centre

In 1973 the David Morgan Centre opened and began offering employment opportunities for people with disabilities who were unable to gain employment elsewhere. More than a workplace, the centre provided social interaction, extracurricular activities and the opportunity to develop skills in a warm, Christian environment.

Over the years the David Morgan Centre has evolved and adapted to the changing landscape of disability services. Today the centre offers sustainable and competitive contract packaging services, specializing in the secondary packaging of Therapeutic Goods and Veterinary products, as well as supporting employees with a disability placed in other areas of Wesley Mission. The people who work in these businesses are appropriately supported in their employment according to their diverse abilities.

Employing 90 employees with a disability, this dynamic and growing social enterprise has experienced a high demand for services as businesses look for an effective way to mix business requirements and social corporate responsibilities. The service is supported by 10 permanent staff and “hands on” management.

3 Overview of role

The Production Manager (Disability Enterprise) is responsible and accountable for supporting the efficient and effective operation of Wesley Packaging at David Morgan Centre, including the employment, development and care for 90 Supported Employees.

This includes:

- Oversight, as delegated, of staff and employees
- Care and development of supported employees
- Achieving organisational and individual KPIs on business development, quality, safety, employee engagement, Good Manufacturing Practice (GMP), Therapeutic Goods Administration (TGA) and Australian Pesticides and Veterinary Medicines Authority (APVMA) requirements.
- Ensuring all tasks and activities are delivered within Wesley Mission, Wesley Packaging and TGA Policy and Procedures and are actioned in an effective, timely and appropriate manner.
- Ensuring productivity and work flow is maintained to support the effective use of Wesley Packaging resources, including scheduling of work, receipt of customer jobs
- Ensuring all funding is claimed within allowable timeframes
- To participate in regular reviews of all policies and procedures and ensure compliance to internal and external protocols and standards.
- Business development

3 Relationships

Reports to: Head of Social Enterprise, Wesley Social Enterprise

Direct reports

- David Morgan Centre Production Coordinator
- David Morgan Centre Quality Controller
- David Morgan Centre Supervisors
- David Morgan Centre Training & Placement Coordinator
- David Morgan Centre Staff
- Supported Employees

Works with:

- Wesley Social Enterprise QRC Specialist
- Wesley Mission departments placing supported employees
- Customers and customer agents
- Transport providers
- Suppliers of goods and services to Wesley Packaging
- Government departments and regulators.
- Other Wesley Mission staff, volunteers, networks, committees and Boards.
- Corporate services provided by Wesley Mission Head Office
- Uniting Church staff, service providers, industry organisations, partner organisations

All relationships are reviewed and assessed annually using a 360 review process.

4 Major role responsibilities

4.1 Our clients

This role identifies 3 client groups:

- a) External Customers paying for a service
 - b) Staff and Employees providing the service
 - c) Employees with an NDIS package being supported to work in the service.
- Develop and maintain the quality, professionalism and integrity of all products and services provided by Wesley Packaging.
 - Establish and maintain strong relationships within the Disability Enterprise, Packaging and Pharmaceutical sector to ensure all stakeholders are provided with a positive and financially viable experience.
 - Be a strong ambassador for Wesley Mission and Wesley Packaging.

4.1.1 Performance Measures

- 90% customer satisfaction
- 90% staff satisfaction
- 100% claiming of eligible NDIS services
- Maintaining staff rosters within budget
- Maintaining current licencing requirements, training qualifications, industry currency, and vaccination requirements as required by Wesley Mission.

4.2 Our people (our team)

- Build a strong team of flexible staff to support customers, employees, volunteers and work experience students meet business requirements and provide exceptional services.
- Establish and streamline robust pre-screening, recruitment, and onboarding strategy to support new staff and placement students to meet the expectations of the business.
- Develop and implement training and assessment processes for staff to ensure all employees and placement students are trained and equipped to meet service delivery expectations
- Provide guidance to all staff which strengthens knowledge and skills within their services in order to achieve a performance driven culture of inspiration and passion for the portfolio and Wesley Mission
- Promote and ensure adherence to Wesley Mission brand by all members of the team
- ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- set KPI's by department and for individual staff members and document within Employee Contribution and Development Plans
- on a quarterly basis, conduct and document individual meetings with direct reports and facilitate feedback to ensure employee satisfaction and performance
- ensure position descriptions for all staff are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities.
- regularly report to your manager 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 and conduct regular meetings with your team.

4.2.1 Performance Measures

- Create and maintain sustainable employment for at least 100 people with a disability.
- Staff retention rate of 85%
- All permanent staff participate in the Employee Contribution and Development process yearly

4.3 Our operations

- Accountable for ensuring all services are compliant under: Good Manufacturing Practice (GMP); Therapeutic Goods Administration (TGA); Australian Pesticides & Veterinary Medicines Authority (APVMA); Quality Management Systems (QMS); NDIS Practice Standards; National Standards for Disability Services; state and federal legislation.
- Accountable for achieving monthly financial, cultural and efficiency key performance indicators.
- Accountable to process all records in an organised and timely manner
- Accountability to maintain an accurate stocktake with monthly audits
- Involvement in industry peak body and training events, to keep across changes relevant to the industry
- Accountable for ensuring WHS compliance across Wesley Packaging locations, with all incidents reported as soon as possible through Wesley Mission's Occupational Health, Safety and Rehabilitation Quality Management System and site procedures
- Be an advocate of the Wesley Mission brand, ensuring brand compliance, use of appropriate verbal and written communication and use of correct templates.

4.3.1 Performance Measures

- All services are compliant with GMP
- All services are compliant with TGA practice OR APVMA practice
- All services are compliant with Quality Management Systems (QMS)
- All NDIS services are compliant with NDIS Practice Standards
- All services are compliant with WHS, Workers Compensation and Injury Management legislation
- All services are compliant with Wesley Mission policies and procedures, and brand guidelines.
- Professional qualifications and industry currency is maintained at all times.

4.4 Our financials

- Generate business opportunities and partnerships which increase revenue by 10% annually.
- Use approved costing forms and templates to prepare and present proposals to internal and external stakeholders.
- Prepare staff rosters to operate efficiently and safely within approved workloads and budgets.
- develop and manage budgets and forecasts
- review income & expenditure statements on a monthly basis and advise manager of any concerns or anomalies.

4.4.1 Performance Measures

- Achieve quarterly and annual budget targets
- On time reporting
- Optimal revenue generation from all services

5 Professional responsibilities

- as directed, other activities to support the delivery of the 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
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and 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
- participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- 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
- maintain confidentiality.

6 Selection criteria

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

Demonstrated behaviours

- A passion for providing employment and growth opportunities for employees with an intellectual disability
- Experienced Warehousing, Production, Transport and Logistics professional with experience and qualifications including a current drivers licence and forklift licence
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed partnerships
- Ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative management style
- Demonstrated ability to work unsupervised as well as an effective "hands on" team player with a positive can-do attitude
- Relates well to a range of people with sound listening and problem-solving skills
- displays emotional maturity and resilience.

Essential skills/knowledge

- Experience in Warehousing, Transport and Logistics
- Forklift Licence or willingness and ability to obtain
- Experience in managing vulnerable clients as employees
- Firm understanding of Australian Disability Enterprises (ADE) and their interaction with state and federal disability legislation.
- An understanding of the National Disability Insurance Scheme
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- demonstrable skills in conflict resolution, change management and financial management
- experience in managing a team and developing team for superior performance
- thorough attention to detail
- excellent written and oral skills, public speaking and presentation capabilities
- outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with
- high level problem solving skills
- proficient computer skills in Microsoft Office and Dynamics.

Desirable skills/knowledge

- Formal Qualifications in Warehousing, Transport and Logistics
- tertiary qualifications in Business, Engineering or Marketing
- experience in preparing and presenting sales and business proposals to potential customers.
- not for profit or cause related management experience
- an appreciation of the challenges involved in managing a diverse workforce within a not for profit environment.