Position Description

Cleaning & Gardening Labourer

Wesley Property Services

October 2020

Agreement

Signed – Coordinator

Signed – Employee

Date

Date



Cleaning & Gardening Labourer
Wesley Property Services

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 Property Services

The Wesley Property Services team has 3 key responsibilities:

- to ensure the activities of Wesley Property Services 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, vulnerable employee and Supported Employees
- to ensure adherence to the FaHCSIA requirements, the Disability Standards and Wesley Quality Management System

3. Overview of role

- to work as a Cleaning and Gardening crew member, in accordance with Wesley Property Services Policies and Procedures
- to ensure your work is conducted in an affective, timely, appropriate manner and supervisors instructions are followed
- to ensure that tasks are completed to the best of your ability and training

4. Relationships

Reports to: Supervisor – Gardening & Cleaning, Wesley Property Services

Direct reports: N/A

5. Major role responsibilities

5.1 Our clients

- to ensure all contractual requirements are meet
- to ensure that tasks are performed in accordance with Wesley Property Services Policies and procedures
- to ensure that effective communication is maintained
- to ensure that you and fellow crew members behave in an appropriate manner and follow all site rules
- be a strong ambassador for the Wesley Property Services team

5.1.1 Performance Measures

- allocated work is actioned in an affective, timely and appropriate manner
- required documentation is completed in accordance with Wesley Property Services Policies and Procedures
- Customer Satisfaction is maintained

5.2 Our people (our team)

- ensure a team culture of inspiration and passion for Wesley Mission is maintained
- promote and ensure adherence to Wesley Mission brand by all members of the team
- 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 and conduct regular meetings with your team.

5.2.1 Performance Measures

- ensures a positive image of Wesley Mission in the community
- competently performs and supports the performance of other crew members in all tasks and, when required, works collaboratively with other staff in relation to these tasks

5.3 Our operations

- allocated work is actioned in an affective, timely and appropriate manner
- to ensure that tasks are performed in accordance with Wesley Property Services Policies and procedures
- to ensure that effective communication is maintained
- to ensure that you and other crew members behave in an appropriate manner and follow all site rules
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates

5.3.1 Performance Measures

- report all customer feedback and non-conformances to Supervisor and/or coordinator
- allocated work is actioned in an affective, timely and appropriate manner
- required documentation is completed in accordance with Wesley Property Services Policies and Procedures
- participate in regular reviews of all policies and procedures and ensure compliance to internal and external protocols and standards

5.4 Our financials

- ensure that Wesley Property Services assets are maintained in a way that enables the longest possible productive life
- ensure that all consumables are use according to the manufactures instructions and supervisors direction

5.4.1 Performance Measures

- equipment damage minimised and reported
- all consumables are only used for the purpose they were purchased

6. Professional responsibilities

- Maintain and enhance a high standard of industry, service and professional knowledge
- as directed, other activities to support the delivery of the Wesley Property Services 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.

7. Selection criteria

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

Demonstrated behaviours

- be self-motivated and able to prioritise tasks
- be physically able to work as a Cleaning & Gardening Labourer
- commitment to support values driven service culture
- demonstrate an ability to work in a team and relate easily with people at all levels in the organisation
- demonstrate time management and organisational skills
- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- 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 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

- have a White card or willingness to obtain before commencement
- have a First Aid Certificate or willingness to obtain
- have a Chemcert Certificate or willingness to obtain
- have a Asbestos Awareness certificate or willingness to obtain
- sound interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with

Desirable skills/knowledge

- have a current drivers licence
- experience in property maintenance services
- experience in the operation gardening and cleaning equipment
- proficient computer skills in Microsoft Office
- have experience working with people with a disability
- experience towing trailers
- Bobcat licence