



Position Description

Supervisor Garden & Cleaning

Wesley Property Maintenance

Agreement

Signed – Manager

Signed – Employee

Date

Date



Supervisor – Gardening & Cleaning



Wesley 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, unflinching 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 Maintenance

The Wesley Property Services team has 3 key responsibilities:

- to ensure the activities of Wesley Property Maintenance 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 Supervise a Gardening and Cleaning crew, in accordance with Wesley Property Maintenance Policies and Procedures
- to ensure allocated work is actioned in an affective, timely, appropriate manner and compliance with contract scope is maintained
- to ensure that all direct reports are appropriately supported and trained

4. Relationships

Reports to: Coordinator – Wesley Property Maintenance



Direct reports: Vulnerable and Supported Employees

5. Major role responsibilities

5.1 Our clients

- to ensure all contractual requirements are met
- to ensure that tasks are performed in accordance with Wesley Property Maintenance Policies and procedures
- to ensure that effective communication is maintained
- to ensure that staff under your supervision behave in an appropriate manner and follow all site rules
- be a strong ambassador for the Wesley Property Maintenance team

5.1.1 Performance Measures

- contractual requirements are met
- allocated work is actioned in an effective, timely and appropriate manner
- required documentation is completed in accordance with Wesley Property Maintenance Policies and Procedures
- Customer Satisfaction is maintained
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5.2 Our people (our team)

- support vulnerable and supported employees to gain independence and self-determination, while providing support in the areas related to work, communication and relationships
- have a good understanding of the range of individual vulnerable and supported employee needs and able to work them to identify these and assist in developing, implementing and reviewing Vocational Development Plans
- Effectively train vulnerable and supported employees in gardening and cleaning tasks
- create a team culture of inspiration and passion for Wesley Mission
- promote and ensure adherence to Wesley Mission brand by all members of the team
- monitor and manage allocation of activities and resources to support delivery of Wesley Property Maintenance Business Plan
- ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- regularly report to your coordinator 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 Supported Employee in the community
- competently performs and supports the performance of Supported Employee in all tasks and, when required, works collaboratively with other staff in relation to these tasks
- ensure training records are maintained

5.3 Our operations

- to ensure all contractual requirements are met
- to ensure that tasks are performed in accordance with Wesley Property Maintenance Policies and procedures
- to ensure that effective communication is maintained
- to ensure that staff under your supervision behave in an appropriate manner and follow all site rules
- coordinate, supervise and transport a team of vulnerable and supported employees
- complete all forms and reports in a timely manner
- 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 coordinator and/or manager
- allocated work is actioned in an effective, timely and appropriate manner
- required documentation is completed in accordance with Wesley Property Maintenance Policies and Procedures
- electronic scheduling and job management systems are used in accordance with Wesley Property Maintenance Policies and Procedures
- participate in regular reviews of all policies and procedures and ensure compliance to internal and external protocols and standards
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5.4 Our financials

- manage operational expenditure
- to ensure that expenditure has the appropriate approvals before proceeding
- to ensure that Wesley Property Maintenance assets are maintained in a way that enables the longest possible productive life

5.4.1 Performance Measures

- operational expenditure is controlled
- all approvals are in place before proceeding with purchases
- all asset management documentation is completed
- equipment damage minimised and reported

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 Maintenance 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
- commitment to support values driven service culture
- demonstrate leadership and an ability to work in a team and relate easily with people at all levels in the organisation
- demonstrate strong 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
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience



Essential skills/knowledge

- have a current drivers licence
- have a First Aid Certificate or willingness to obtain within the first 3 months
- have a Certificate III in Disability or willingness to obtain within the first 12 months
- have a Chemcert Certificate or willingness to obtain within the first 3 months
- have a White card or willingness to obtain before commencement
- have experience working with people with a disability
- experience in property maintenance services
- experience in the operation gardening and cleaning equipment
- have a sound and comprehensive understanding of property maintenance
- demonstrated and understanding of working with service related legislation, standards and practice
- experience in managing internal and external stakeholders to achieve set objectives
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines
- 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
- proficient computer skills in Microsoft Office

Desirable skills/knowledge

- qualifications in a property maintenance field ie Horticulture, Asset management
- experience towing trailers
- Bobcat licence
- HR or MR licence
- 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