

POSITION TITLE	Supervisor, External Services
CLASSIFICATION (as per Enterprise Agreement)	Level 1 Orana Australia Limited Enterprise Agreement 2018
FUNCTIONAL AREA	Business Services

1. POSITION PURPOSE

As a member of the staff team and under the Coordinating Supervisor, External Services' direction, undertake external services leading a work crew of employees; implement vocational activities and training programs which are tailored to the needs and abilities of employees, and provide supervision, instruction and training as required.

2. POSITION RESPONSIBILITIES

- Undertake external services work, including (but not limited to); gardening tasks, garden landscaping and building maintenance (e.g. hedge trimming).
- Provide specialist technical knowledge in their work tasks that improves the output, productivity and in turn the job satisfaction of staff members and employees.
- Conduct and supervise vocational activities and programs; instruct employees in the performance of particular tasks, and train employees in the acquisition of appropriate job skills, including the proper use of tools, machinery, and other equipment.
- Carry out task analysis; assess the abilities and skills of employees to perform tasks, and assist with the appropriate matching of employees to tasks; control the quality of work undertaken.
- Assist the service Coordinating Supervisor, External Services in the development of appropriate production/work methods; develop task aids as necessary to assist employees in the acquisition of work skills.
- Assist in creating a socially and physically suitable work environment; ensure that the safety and well-being of employees is maintained at all times and that health, safety and welfare procedures are adhered to; provide appropriate behavioural management control, and assist in developing an atmosphere of harmony in the service by modelling appropriate behaviour at all times.
- Participate in staff training and development programs as necessary.
- Assist the Coordinating Supervisor, External Services in the day to day implementation of the activities which affect quality in accordance with the provisions of the established quality management system, with particular regard to:
 - training and job instructions
 - quality control
 - incoming products quality control
 - equipment maintenance and calibration
 - collection of data on internal performance, customer satisfaction and suppliers performance.

3. REQUIREMENTS OF THE JOB

3.1 Core Behavioural Competencies

Leadership and Team Building

- Inspires others to work towards visions and objectives
- Sets individual objectives and outcomes
- Reinforces team norms and guiding principles
- Recognises and celebrates success
- Delegates effectively
- Participates and contributes to team activities and goals
- Leads meetings
- Develops leadership competencies in self and others
- Respects interpersonal differences

Client Service and Satisfaction

- Understands and identifies needs of all stakeholders, including internal and external customers
- Reinforces client service expectations and needs
- Measures client satisfaction levels and identifies issues
- Manages and resolved issues and complaints in timely and professional manner
- Uses feedback to reinforce client service standards and achieve improvement

Personal Management

- Models professional work standards and behaviours
- Build self-confidence within others
- Sets team goals and objectives aligned with organisational / business requirements
- Focuses on outcomes
- Encourages self-awareness
- Uses effective time management techniques
- Encourages others to take responsibility and ownership within their areas of control

Decision Making

- Facilitates team decision making
- Seeks facts
- Considers known and potential risks of decision
- Consults with other where appropriate
- Accepts difficult decisions
- Handles conflict resolution effectively and expediently
- Takes ownership of decisions within areas of designated authority

Planning and Organising

- Determines tasks and appropriate resources
- Manages and evaluates team objectives and provides feedback
- Anticipates solutions and implements course of action
- Communicates change in an effective and timely manner
- Collaborates to establish performance objectives and development plans for the team and individuals
- Monitors progress and feedback on performance issues and results

3.2 Core Technical Competencies

- Supervisory experience
- Thorough and complete knowledge of gardening, landscaping and property maintenance best practices, including; flora knowledge, chemical usage and safety and the efficient operation of gardening, landscaping and associated equipment.
- Possession of a relevant certificate in the horticultural, landscaping and or gardening industries and/or significant practical experience in those areas.
- Good numeracy and literacy skills.
- A sound knowledge and commitment to quality in practice and procedure. Knowledge of the Disabilities Services Acts (State and Federal) and a commitment to their principles and objectives.

3.3 Special Conditions

- Occasional overtime or out of hours will be required.
- A flexible approach to agreed work hours, locations and tasks.
- Orana Incorporated may require you to carry out other duties as directed that are commensurate with the skills and competencies of the classification level.
- Current Driver's licence with clean driving history.
- First Aid certificate, or willingness to get one prior to commencement.
- National Police Clearance Certificate.
- DHS Screening to be renewed as required.

4. REPORTING RELATIONSHIPS

Reports to the Coordinating Supervisor – External Services and supports team members.

5. AUTHORITY AND ACCOUNTABILITY

Authority to work within the scope of the position description within a team environment.

6. PERFORMANCE STANDARDS

The performance of the incumbent will be measured by:

- Achievement is in accordance with Orana Australia Limited's Strategic and Operational Service Plans, and the incumbents Performance Management Program.
- The extent to which position responsibilities are achieved.
- The degree of professionalism, flexibility displayed.
- Reliability, quality, efficiency and courteousness of services delivered.
- Effective teamwork and contribution to the achievement of team goals.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary. Position Descriptions and staff performance will be reviewed regularly.

In signing this document, I confirm that I have read, understood and acknowledge the Position Description for this position and agree to operate within its bounds.

PRESENT INCUMBENT :
PRESENT INCUMBENT SIGNATURE :
DATE OF APPOINTMENT :
VERSION NO : 4
DATE ISSUED : November 2020
SENIOR MANAGER APPROVAL : Ian Millhouse
CEO APPROVAL : Nicholas Mihalaras