

Position Description

Position Title	Operations Improvement Coordinator
Position Reports to	Executive Manager Infrastructure & Business Development
Position Leads	Linen Production Team Leader
Location	21 Coronet Street, Ballarat
Employment Type	Full-time, fixed-term, 12 months.
Last Updated	February 2021

Why are we here?

Purpose: We work with people to create a life that works for them.

Our Vision: To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

How do we do this?



What is your purpose?

McCallum Linen is a commercial linen hire business that provides meaningful supported work opportunities for people with disabilities. COVID-19 has necessitated significant business transformation to enable sustainability. This transformation has the added benefit of creating additional opportunities for supported employees at the facility.

Collaborate with the CEO and Executive Manager Industries (Employment) to lead a team of production workers through change to a supported supervisor model, you will consult and collaborate with the workforce to enable lean and effective methods of linen production and dispatch. You will also work with the McCallum Industries team to establish new safe and meaningful work opportunities for supported employees.

The role is also accountable for the delivery of the daily work schedule, briefing the Team Leader on the daily priorities for work activities and ensuring staffing and logistics are coordinated for the day.

The Operations Improvement Coordinator must ensure work activities and staff are aligned with the goals and aspirations of supported employees, delivered in accordance with contractual requirements and in alignment with the strategic direction of McCallum.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
<p>Service Delivery</p>	<ul style="list-style-type: none"> • Coordinate the Linen Production Team Leader to deliver day to day work and production activities of McCallum Linen across all work activities including sorting, logistics, dispatch and delivery of linen, product waste management. • Maximise production efficiencies to ensure McCallum operates a successful business drawing on best practice production and warehousing methods of work. • In conjunction with the Executive Management team plan and implement strategies to improve production and work activities, working to identify and promote opportunities for supported employment. • Coordinate staff rosters to ensure optimal resourcing and skills matching. • Liaise with the ADE Operations Coordinator Industries to ensure McCallum Industries program practices at McCallum Linen are in alignment. • Coordinate the team’s planned leave and availability management. • Coordinate the filling and back fill of appropriate replacement staff to cover planned and unplanned absences, manage shift changes in a financially responsible manner. • Champion McCallum’s Positive Behaviour Support Protocol and support the development and implementation of internal positive behavioural support plans. • Facilitate recruitment and optimal onboarding for linen production employees. • Comply with all McCallum’s OH&S policies & procedures at all times. • Ensure all OHS obligations are considered and met, including but not limited to relevant Job Safety Analysis, Risk Assessments and follow up of Incident and Injury Reports • Review and coordinate McCallum Linen’s vehicle, plant and equipment maintenance schedule and ensure issues are addressed promptly. • Promote the rights of people with disabilities in a range of settings.
<p>Customer Experience and Quality</p>	<ul style="list-style-type: none"> • Champion McCallum’s Customer Strategy and imbed the importance of Customer Experience within the McCallum Linen Team. • Build and maintain positive relationships with other McCallum programs and external networks. • Observe and complete as required all quality

	<p>control/assurance procedures of suppliers, customers and McCallum.</p> <ul style="list-style-type: none"> • Work with Business Development Coordinator to ensure any customer complaints are followed up promptly following established procedures. • Ensure McCallum Linen remain compliant with all relevant legislation and service agreements. • Respond promptly to external and internal quality audit recommendations and suggestions for improvement • Implement and champion our Quality Management System. Ensure our policies and practices reflect contemporary, evidence-based service approaches that meet legislative and regulatory requirements, particularly the National Disability Insurance Scheme, contributing to their development and review as requested
<p>Leadership and Employee Experience</p>	<ul style="list-style-type: none"> • Supervise the performance of direct reports to enable them to deliver set goals and KPIs. • Managing any grievances, performance improvement or disciplinary matters of direct reports and supported employees as they arise and resolve issues, escalating as required. • Lead and manage direct reports and develop a culture among staff that is open to change and supports continuous quality improvement, collaboration, respect, and accountability. • Identify learning and development needs and opportunities for reports to ensure employees requirements are met. • Promote positive and safe work culture within the team. • Attend and participate/lead in staff meetings as required • Work closely with the Executive Manager Employment (Industries) and Operations Coordinator Industries to deliver our supported employment strategy. • Champion McCallum’s code of conduct and values, acting in accordance with our policies and procedures at all times.
<p>Self-care and professional development</p>	<ul style="list-style-type: none"> • Participate in monthly feedback meetings. • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored • Identify and seek appropriate resources to support your own health and wellbeing • Participate in wider McCallum projects and initiatives as required. • Maintain a high personal and professional standard with regard to appropriate presentation and behaviour. • Attend business training sessions as required. • Continue to learn and develop skills and keep up to date with relevant policies in relation to legislation, theory and practice within the disability field and participate in staff development on an ongoing basis.

What do I need to be a success? (Attributes)

- Our customers are at the centre of everything that you do.
- Quality, safety and risk management is paramount to you and will not be compromised.
- You value lean, effective and efficient systems of work with consideration to enjoyable and meaningful employee experience.
- You are a consultative, collaborative and inclusive leader, decision maker and advisor.
- You achieve results. You have strong attention to detail, work to plans and deliver.
- You use clear, tailored, appropriate communication and use a variety of methods to share information.
- You are team player that actively participates and champions a supportive and values driven work environment.
- You understand that change happens for a reason, and have the ability to bring your team with you.
- You display a high level of personal integrity and professionalism, understanding your role in driving a positive organisational culture.

Physical Requirements

This position involves physical/manual handling tasks. This may include bending, stretching, pushing, pulling and lifting. Correct manual handling procedures must be observed at all times.

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **Right to Work in Australia**
- **NDIS Worker Screen Check; and**
- **Current Driver's License**

Essential

- Demonstrated experience in the leadership and delivery of superior logistics management and delivery, ideally in a manufacturing or production environment.
- Demonstrated experience developing efficient and effective work / production systems ideally using methodologies like lean production, Kanban or other contemporary systems of work.
- Well-developed communication, interpersonal and organisational skills and the ability to prepare reports, briefings and correspondence.
- Evidence of applying excellent organisation, time management, prioritisation and coordination skills to maximise efficiency
- Demonstrated commitment to teamwork and the construction of a supportive, collaborative work environment with the ability to lead, supervise, coach, and develop employees.
- Excellent administration skills, including the use of MS Word, Excel and Inventory Systems.

Desirable

- Demonstrated knowledge of the needs of people with disability including person centred approach, positive behaviour support and consideration of whole of life.
- Forklift License, MR License or Boiler Ticket

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____