

Position Description

Position Title	Landscaping Supervisor
Position Reports to	Maintenance & Landscaping Manager
Location	Neerim Cres, Wendouree
Last Updated	June 2022

Why are we here?

At McCallum, our purpose is to partner with our customers to create their best life. Our vision is to fulfil the unmet support needs of our community and enrich lives every day.

In our Social Enterprise, we build on this purpose and vision with our own:

Purpose: Create employment pathways for people with disabilities.

Our Vision: Social enterprise. Empowering people. Enriching community.

How do we do this?



What is your purpose?

The Landscaping Supervisor undertakes landscaping work activities/projects and empowers supported employees to perform meaningful work and complete tasks that meet the expectations of quality for customers within the landscaping operations of BRI.

Landscaping job/projects can be for residential or commercial customers in Ballarat and surrounding areas.

The position has the following core responsibilities:

- Ensure quoted jobs are completed to a high standard on time and within budget.
- Mentor and support supported employees to give them the confidence to complete tasks safely and within their skill set, understanding and respecting their individual needs.
- Champion our best practices and culture to develop supported employees, whilst adhering to our safety procedures and quality standards

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> • Plan for and complete assigned landscaping work sheets as assigned by the Landscaping Coordinator or Manager. • Provide guidance and supervision (on a 1:1 basis if needed) for meaningful employment activities for the landscaping services of BRI • Actively seek opportunities to improve quality and efficiencies within your key area of responsibility • Communicate with customers when required and provide information to input into the quoting process • Ensure supported employees are aware of customer needs so that tasks, are safe, with appropriate PPE worn and delivered to a high standard within risk assessments completed • Ensure landscaping equipment and vehicles are free of any hazards and are safe to complete tasks • Oversee work placement students and apprentices if required • Support with the onboarding of new supported employees as and when required • Report hours of work to the Landscaping Coordinator • Attend the daily de-brief and hold meetings with supported employees as and when required
Employee Experience and Collaboration	<ul style="list-style-type: none"> • Within your role contribute to the delivery of McCallum's wider strategic plan • Support the Maintenance & Landscaping Manager to achieve optimal supported-employee results and experience, while meeting safety requirements • Promote a positive and safe work culture, resolving conflicts if they arise and escalate when necessary • Champion the organisation within the community • Champion our Code of Conduct and values, acting in accordance with policies and procedures at all times
Customer Experience and Quality	<ul style="list-style-type: none"> • Respond directly to customer enquiries by phone when required • Establish/build positive relationships with customers to encourage return business • Seek and share customer feedback with the team. Escalating customer complaints and related service issues to the Landscaping Coordinator or Maintenance & Landscaping Manager • Support our Quality Management System. Ensuring our practices reflect our policies and meet legislative and regulatory requirements, particularly the National Disability Insurance Scheme and Worksafe • Provide information when required to contribute to external and internal quality audits

Finance and Business Development	<ul style="list-style-type: none"> • Ensure work performed is within quote of job provided both in terms of costs of materials and equipment and time • Provide feedback to the Maintenance & Landscaping Manager regarding capital expenditure requests • Ensure purchases are within Delegations Policy.
Self-care and professional development	<ul style="list-style-type: none"> • Participate in regular 1:1 meetings with Maintenance & Landscaping Manager. • 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. • Continue to learn and develop skills and keep up to date with relevant policies in relation to legislation, theory and practice and participate in staff development on an ongoing basis.

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

- Our customers and supported employees are at the centre of everything that you do
- Quality, safety and risk management is paramount to you and you will not compromise
- You champion customer experience and provide positive, professional, optimal service to our customers, staff, community and stakeholders
- You are a supportive, collaborative and inclusive supervisor
- You achieve results. You are focused, work to a plan and deliver
- You build and maintain relationships with colleagues, supported employees and customers
- You are a team player that actively participates and champions a supportive, values driven work environment
- You understand that change happens for a reason, and have the ability to bring others with you
- You display a high level of personal integrity and professionalism, understanding your role in supporting a positive organisational culture

Physical Requirements

This position can involve physical/manual handling tasks from time to time. This may include bending, stretching, pushing and pulling. 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:

- NDIS Worker Screening Check Clearance
- Right to Work in Australia
- Current Driver's License

Essential

- Demonstrated experience in a horticultural/landscape-related environment ideally supported by a trade qualification.
- Demonstrated understanding of job quoting and ensuring that work is delivered on time and within budget.
- Committed to the human rights of people with a disability and social justice principles, access and equity
- Demonstrated commitment to teamwork and the construction of a supportive, collaborative work environment with the ability to supervise, coach, and develop employees
- Excellent communication skills including the ability to explain best working practices to supported employees as required
- Exceptional interpersonal skills, with the ability to build credible relationships and resolve conflict
- The ability to work under pressure and problem solve
- Competent in the use of IT applications including MS Outlook, Word and Excel.

Desirable

- Demonstrated knowledge of the needs of people with disability including person centred approach, positive behaviour and consideration of whole of life

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____