

## Position Description

Position Title	Packaging Supervisor
Position Reports to	Packaging Manager
Location	Walker St, Sebastopol

### 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 Packaging Supervisor supports the safe, timely and quality delivery of allocated work activities within the Packaging business unit.

Taking coordination direction from the Packaging Manager or Senior Supervisors as required, the Supervisor works alongside and ensures the safe supervision of supported employees to empower them to perform meaningful work and complete tasks that meet the expectations of quality for customers within the food and beverage, packaging operations.

These work tasks are mainly food packaging based onsite, or can be working with a remote team for a labour hire contract, packing beverages.

A key focus of the role is to give task training and role model best workplace behaviours, motivating and encouraging our supported employees to work safely, effectively and champion a positive work experience.

## How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> <li>• Role model, supervise and guide supported employees to ensure your allocated area of production supervision's daily targets and outputs are met.</li> <li>• 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 communicated by the Employment Support Team.</li> <li>• Guide supported employees on-the-job when required, with the aim of developing their skills so you can provide additional tasks as they gain confidence for their ongoing development</li> <li>• Champion our best practices and culture to develop supported employees, whilst adhering to our safety procedures and quality standards</li> <li>• Actively seek opportunities to improve quality and efficiencies within your key areas of responsibility</li> <li>• Ensure supported employees are aware of customer needs so that tasks, are safe and delivered to a high standard with risk assessments in place</li> <li>• Collaborate with the Employment Support Team if supported employees express concerns and require additional training, support or guidance, recognising if someone's behaviour changes (ie they become anxious, concerned or angry) and ensuring appropriate tailored supports.</li> <li>• Be mindful of health and safety with equipment and within the factory environment to ensure it is free of any hazards and are safe for supported employees to complete tasks</li> <li>• Oversee work placement students and apprentices if required</li> <li>• Assist with the onboarding of new supported employees as and when required</li> <li>• Uphold quality standards and perform checks as required</li> <li>• Input into the review process for machinery improvements if required</li> <li>• Ensure equipment/machinery is in good working order for tasks, performing maintenance or reporting repair needs to the Senior Supervisor or Manager.</li> <li>• Set up room ready for start of jobs ensuring all paperwork is available and Hygiene/housekeeping standards are adhered to.</li> <li>• Support the Employment Support Coordinators with the undertaking of Green Acres Wage Assessments</li> <li>• Set up weekly, quality environmental swabs if trained/required</li> <li>• Ensuring hygiene requirements are being met to meet quality standards</li> <li>• Complete progress notes and outcomes reporting in collaboration with the Employment Support Team.</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete other additional Admin tasks as required/requested from Packaging Manager</li> </ul>
Employee Experience and Collaboration	<ul style="list-style-type: none"> <li>• Within your role contribute to the delivery of McCallum's wider strategic plan</li> <li>• Support the Packaging team to achieve optimal supported-employee results and experience, while meeting safety requirements and production targets</li> <li>• Provide flexible support to the Packaging team by supervising other supported employee teams/sections when required</li> <li>• Promote a positive and safe work culture, managing conflicts if they arise and escalate when necessary</li> <li>• Maintain positive relationships with the Packaging team to share knowledge/experience/skills and ideas for continuous improvement</li> <li>• Champion our Code of Conduct and values, acting in accordance with policies and procedures at all times</li> </ul>
Customer Experience and Quality	<ul style="list-style-type: none"> <li>• Support our Quality Management System. Ensuring our practices reflect our policies and meet legislative and regulatory requirements, particularly Food Safety Accreditation Standards, the National Disability Insurance Scheme and Worksafe</li> <li>• Provide information when required to contribute to external and internal quality audits</li> </ul>
Finance and Business Development	<ul style="list-style-type: none"> <li>• Meet operational targets for performance and development</li> <li>• Ensure purchases are within Delegations Policy</li> </ul>
Self-care and professional development	<ul style="list-style-type: none"> <li>• Participate in regular 1:1 meetings with the Packaging Manager</li> <li>• Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored.</li> <li>• Complete all mandatory training within specified timeframes</li> <li>• Identify and seek appropriate resources to support your own health and wellbeing.</li> <li>• Participate in wider McCallum projects and initiatives as required.</li> <li>• Maintain a high personal and professional standard with regard to appropriate presentation and behaviour</li> </ul>

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

- Our 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 and Orientation module certificate
- Right to Work in Australia
- Current Drivers License

## Essential

- Demonstrated experience working in a manufacturing or production environment
- 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 IT skills including use of MS Outlook, word and excel

## Desirable

- Disability experience to understand varying needs to include person centred approach and positive behaviour support
- Previous experience in a food packaging environment
- Relevant Fork Lift Truck license if required to perform associated duties

## Approval:

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CEO Signature: \_\_\_\_\_ Date: \_\_\_\_\_