

Position Description

Position Title Support Supervisor
Last Updated March 2025

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 Industries Support Supervisor is responsible for the safe, timely and quality delivery of allocated work activities within the Social Enterprise business.

The Support Supervisor will:

- Supervise and develop supported employees, arrange daily work tasks and provide skills training for supported employees.
- Assist supported employees to achieve their specific employment goals.

Work activities can be within the factory environment or offsite. Work stations within the factory include, but are not limited to – packing, recycling, cloth and small manufacturing.

Offsite work can include small manufacturing / packaging on site at partner organisations.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> • 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 • Pursue best work practices and good work culture to develop supported employees, whilst adhering to our safety procedures and quality standards • Provide guidance, supervision (on a 1:1 basis if directed or required) and skills training for meaningful employment activities within the areas of McCallum Industries as rostered. • Perform all work activities required alongside supported employees to role model and encourage safe and efficient work practices to achieve work based KPIs. • Operate relevant machinery as per Standard Operating Procedure including: forklift, pallet jacks etc. as licensed. • Supervise supported employees in the operation of machinery. • Collect and deliver all business unit related goods as required. • Actively seek opportunities to improve quality and efficiencies within your key areas of responsibility. • Ensure supported employees are aware of commercial customer needs so that tasks, are safe and delivered to a high standard with risk assessments in place. • Recognise and monitor if supported employees are anxious or concerned and collaborate with the Manager and Employment Support Team to support them. • Prepare Incident Reports with Employment Support Team or Manager for any event or incident involving a supported employee or staff at work. • Ensure incidental file notes are recorded on supported employee's electronic file with respect to events at work. • Assist with the implementation of Individual Plans. As directed by the Employment Support Team, assist the attainment of all goals and development needs and support as outlined in a person's individual plan. • Where required, ensure you have an understanding of an individual's behaviour support plan. • Ensure that ABC Charts are kept updated with respect to any observed behaviours in support employees you are working with, and collaborate with Employment Support Team to ensure an optimised employment environment for individuals. • Have a diligent regard for OHS within the factory environment and offsite, and in use of equipment, to ensure it is free of any hazards and are safe for all to complete work activities. • Maintain company vehicles as used (presentation, monitoring maintenance as required and cleanliness)

	<ul style="list-style-type: none"> • Supervise work placement students if required. • Support the Manager with the on boarding of new supported employees and Support Supervisor as and when required.
Employee Experience and Collaboration	<ul style="list-style-type: none"> • Support the business to achieve optimal supported-employee results and experience, while meeting safety requirements • Provide flexible support to the Industries team by supervising supported employee teams/sections as rostered across the different job tasks. • Collaborate and problem solve with the Employment Support Team to optimise the employment experience for supported employees. • Promote a positive and safe work culture, managing conflicts if they arise and escalate when necessary • Champion the organisation within the community • Maintain positive relationships with the Industries team to share knowledge/experience/skills and ideas for continuous improvement • Champion and demonstrate 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"> • 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 • Assist 'walk-in' customers who may bring deliveries for recycling to the site if required.
Finance and Business Development	<ul style="list-style-type: none"> • Ensure work performed is within quote of job / scope of contract provided both in terms of costs of materials and equipment and time, reporting any issues or variances to the Manager • Provide feedback to the Manager regarding capital expenditure requests
Self-care and professional development	<ul style="list-style-type: none"> • Participate in regular 1:1 meetings with the Manager • Ensure timesheets, leave requests and associated documentation are all submitted in alignment with procedures. • Complete all mandatory training within specified timeframes • Identify and seek appropriate resources to support your own health and wellbeing. • Maintain a high personal and professional standard with regard to appropriate presentation and behaviour.

NDIS Workforce Capability Framework – General Support Work

The following are an excerpt from the NDIS Workforce Capability Framework and should be read in conjunction with the Framework. NDIS may update these from time and any new changes will also be required to be complied with. A link to the Framework can be found on Blink.

It is our expectation that these capabilities form part of all support supervisors roles at work. When reading below, the term participant should be interpreted to mean ‘supported employee’.

Our Relationship	<ul style="list-style-type: none"> • Uphold participant’s rights: Understand and respect the rights of the participant. Speak up and support the participant if those rights are not respected. • Communicate effectively: Support participants to express themselves and adjust your communication style to suit their needs and preferences. • Build trusted relationships: Develop and maintain professional relationships with the participants and others present in their lives (friends, family, etc.), based on mutual trust and respect. • Work collaboratively: Recognise the roles and expertise of each person in the participant's support team and work with them to provide support.
Your Impact	<ul style="list-style-type: none"> • Show self-awareness: Think about how your actions impact on the quality of support you provide, seek feedback, and keep improving your practice. • Work within your capabilities: Know your role and responsibilities, and when to seek support from others to develop your capabilities. • Look after yourself: Take care of yourself and manage your wellbeing.
Support Me	<ul style="list-style-type: none"> • Understand what a good life means to the participant: Find out what a good life means to participants without imposing your own assumptions. • Support participants to make their own choices: Support participants to understand, explore and think creatively about their options, and uphold their decisions. • Build the capacity of the participants you work with: Understand how the person you are supporting would like to participate in employment and support them to build

	<p>their knowledge and connections so they can achieve their employment goals.</p>
Be Present	<ul style="list-style-type: none"> • Observe and respond flexibly to the changing needs of participants: Be present, pay attention to how the needs of participants may change, and respond accordingly. • Manage health and safety: Support participants to look after their health. Take action and manage any health and safety risks to them or yourself. • Engage and motivate participants: Support participants to build on their strengths and engage them in meaningful ways.
Check In	<ul style="list-style-type: none"> • Support participants to speak up: Build understanding and confidence of participants to exercise their rights and support them to provide feedback and to raise any concerns, complaints or incidents.

Additional NDIS Framework Capabilities – where required for individuals.

Be responsive to participants' Aboriginal and/or Torres Strait Islander, culturally and linguistically diverse and LGBTIQ+ identity	<p>Understand and respond to participant's desired connection to culture, country, community and language. This may include taking them to cultural or religious events (parades, church services, rallies etc.). Be aware of your personal assumptions and biases, and adapt your approach based on what's important to participants, such as acknowledging the role participants want their family and community to play in their life and decisions, the use of interpreters and fostering a sense of belonging and participation.</p>
Support participants to implement their mealtime plans	<p>Know what to do to support participants to eat safely and enjoy their meals and act promptly if participants are experiencing a problem.</p>
Support participants to implement positive behaviour support plans	<p>Work with participants, and their behaviour support practitioner, to support participants to implement their plan to better understand and adapt their behaviours.</p>

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

Integrity

- Deliver on your word and follow through with action
- Be honest in your interactions with everyone at work
- Ensure your behaviours and actions are in line with McCallum's Code of Conduct and our values

Collaboration

- Listen to others and give them a chance to provide their input
- Actively participate in meetings and share information and ideas
- Work with your colleagues to achieve team goals and the best outcomes for our supported employees

Accountability

- Take responsibility for your actions, behaviours and decisions
- Value and take ownership of your work contribution
- Be prepared to receive feedback and learn from your experiences

Respect

- Treat people how you want to be treated
- Actively listen to colleagues and supported employees
- Accurately communicate your availability and be relied on to work your rostered shifts.

Equity

- Recognise everyone's contribution and value
- Treat everyone fairly
- Embrace everyone's diversity and 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**
- **At least 2 Covid vaccinations and one booster (unless medically exempt)**

Essential

- Experience of supporting the development of others, assisting staff to complete on-the-job tasks, ideally working with people who have a disability
- A willingness and ability to form effective working relationships with people with a disability in ways that uphold their rights, maximise their independence and opportunities, and support them to lead the life they want
- Demonstrated commitment to working as part of a team as well as being able to work unsupervised
- Demonstrated experience in a manufacturing or production environment
- Understanding of and a commitment to the delivery of services to people with a disability in line with the guiding principles of the NDIS Quality and Safeguards Commission
- Strong communication skills, written and verbal
- Competent in the use of computer technology and email programs.

Desirable

- Demonstrated knowledge of the needs of people with disability including person centred approach, positive behaviour and consideration of whole of life
- Forklift License
- Medium Rigid or Heavy Rigid Truck License

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

EM - P&C Signature: _____ **Date:** _____