

Position Description

POSITION TITLE:	Supervisor - Lonsdale
DEPARTMENT:	Adelaide Property & Gardens
RESPONSIBLE TO:	Contract Manager
DIRECT REPORTS:	Employees
EMPLOYMENT TYPE:	Full Time
LOCATION:	Lonsdale

Bedford changes the lives of people with disability by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our customer's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

POSITION SUMMARY

Reporting to the Contract Manager, this role is responsible for the management, performance and delivery of gardening and maintenance services. The Supervisor will assist the Contract Manager in the provision of quality, results driven services to ensure agreed workforce, training, customer service, budget, Quality Assurance & Disability Service Standards and objectives are achieved.

As the Supervisor you will be responsible for the effective servicing of numerous grounds maintenance contracts in line with customer specifications. This role will supervise a team and ensure that all contract conditions are met, including schedules, quality of work and on-site customer liaison.

Position Scope:

The Supervisor is responsible for several teams and for ensuring the planning and execution of Horticultural programs and works, maintenance, mulching and site improvements in accordance with contract and budget requirements. The role makes recommendations to the Contract Manager regarding Horticultural planning and upgrade works.

KEY RESPONSIBILITIES

- Champion the delivery of the NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality & Safeguarding Framework.
- Support employees to achieve their NDIS goals and objectives.
- Maintain turf and vegetation in line with customer contract requirements.
- Chemical application to correct and safe standards.

- Ensure all equipment is maintained in a safe workable condition.
- Supervise, coordinate and train employees as per Individual Training Plans (ITP's) with assistance from the Personnel and Training Officer.
- Complete reporting on employee Individual Training Plans as required.
- Responsible for performing maintenance on horticultural tools and equipment.
- Monitor the control of stock levels.
- Complete departmental reporting as requested.
- Provide excellent customer service to all internal and external customers.
- Attend and contribute to team meetings as requested.
- Ensure all tools and equipment are used as per Standard Operating Procedures (SOPs).
- Ensure resources and processes are available to minimise health and safety risks.
- Acquire and maintain work health and safety knowledge relevant to your workplace and understand all operations and associated hazards and risks.

KEY CHALLENGES

- Ensure training & supervision of staff/ employees whilst ensuring a high level of quality and service in line with contract requirements and within quality and budget targets.
- Develop and implement new training initiatives and methodologies to ensure employees maintain adequate skills and knowledge
- Active participation in meetings and strategic planning initiatives
- Weekly toolbox meetings documented, and fortnightly meetings held with Contract Managers to provide an update on all aspects of works in progress.

SKILLS/ATTRIBUTES

Personal Attributes

- Previous experience leading and supervising a team.
- Excellent time management skills with the ability to meet and manage deadlines.
- Strong customer service and communication skills.
- A positive and empathetic attitude towards people with a disability.
- Experience in dealing with a diverse work environment.

Essential Skills and Qualifications

- Formal qualifications in Horticulture.
 - First Aid Certificate.
 - Experience with basic irrigation repairs.
 - Training and/ or supervisory experience.
 - Experience in horticulture/ grounds maintenance
 - A chainsaw ticket and work zone traffic training management is desirable.
 - Proficient in the use of MS Office.
 - Knowledge of Quality Management Systems.
 - Current Drivers Licence
 - National Police Clearance
 - DCSI Clearance
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CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Disability Insurance Scheme Practice Standards (the NDIS Practice Standards)*.

OTHER RELEVANT INFORMATION

This position may require:

Weekends – On Call
Weekly/ Monthly Reporting to the Contract Manager
Auditing
Identify Sites for Upgrade

Further Information about Bedford may be found at: <http://www.bedfordgroup.com.au>

I confirm that I have read and understood the Position Description for the position of Supervisor – Lonsdale.

[NAME]

Signed _____

Date _____