

## Position Description

### General Hand, Grounds Maintenance

*“Where mental wellbeing thrives”*

#### Position Details

<b>Position Title:</b>	General Hand, Grounds Maintenance
<b>Position Level:</b>	Grade 3
<b>Award:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	Casual
<b>Hours of Work:</b>	As per operational requirements

#### Position Summary

This is a hands-on role requiring you to complete a variety of work in areas relating to grounds maintenance. You will be rostered according to the operational need at the time; hence you will need to be flexible and willing to work when required at any of our Community Business locations within the region.

A General Hand with Flourish Australia’s Community Businesses is required to work alongside supported employees, acting as a role model for people with differing levels of skills and expertise therefore your sensitivity to, and empathy for, people with a lived experience of a mental health issue will be essential.

You will need to be a caring and understanding individual with good communication, interpersonal and customer service skills. Assistance will be readily available via the on-site Supervisor.

#### About Flourish Australia

Our name reflects our fundamental and enduring commitment to people’s mental health and wellbeing, supporting people to thrive and live a contributing life.

##### Vision

Flourish Australia’s vision is to enable full participation within a diverse and inclusive community.

##### Mission

Working together for optimal mental health and wellbeing.

##### Values

Flourish Australia values are hope, inclusion, partnership, diversity, integrity, respect and trust.

## Relationships and Authority

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Reports to: Supervisor

Direct reports: Nil

External: Community Business Customers

## Organisational Accountabilities

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As a General Hand, Grounds Maintenance with Flourish Australia, you agree to:

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

## Key Tasks and Responsibilities

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In the course of performing your role as a General Hand, Grounds Maintenance, you will be responsible for (but not limited to):

- Being reliable to provide quality work outcomes.
- Motivating and working alongside supported employees.
- Contributing to ongoing efficiency by helping to review current methods and processes and suggesting improvements.
- Carrying out basic maintenance and repairs to machinery and equipment.
- Will be required to work alongside a crew of supported employees performing ground maintenance.
- Will be required to help supervise the loading and unloading of machinery, tools, vehicles and equipment.

## Required Skills and Personal Attributes

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To be successful in this role, General Hands, Grounds Maintenances are required to:

- Work independently, and as part of a team.
- Obtain working knowledge of Flourish Australia programs.
- Apply emerging working knowledge of recovery-oriented practice.
- Have good interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- Be people focused and work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Effectively organise and plan the work day.

## Key Selection Criteria

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*“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”*

### *Essential:*

1. Ability to work empathetically with persons with a mental health issue.
2. Ability to work and proceed with routine supervision.
3. Ability to communicate effectively in written & verbal communication.
4. Ability to apply common sense in dealing with everyday work practices.
5. Confidence to successfully work with and motivate a team.
6. Green card/White card (where required).
7. Current Australian Driver's Licence.

### *Desirable:*

1. Knowledge of the challenges and barriers people who live with mental health issues may face in trying to join the workplace will be highly regarded.
2. A carer role or a personal lived experience of a mental health issue will be highly regarded.
3. Relevant qualifications or experience in horticulture (or willingness to obtain).

All appointments with Flourish Australia are subject to previous employment reference checks, Working with Children Check, satisfactory Australian residency status, and National Criminal Record checks.

## Agreement

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I, \_\_\_\_\_, have read and understand my obligations as a General Hand, Grounds Maintenance with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

### General Hand, Grounds Maintenance

Name		
Signature		Date:

**Nb:** A signed copy of this position description must be returned to Human Resources.

