

Position Description ADE Supervisor - Cleaning

"Where mental wellbeing thrives"

Position Details

Position Title:	ADE Supervisor - Cleaning
Award:	Flourish Australia Enterprise Agreement 2018
Level:	Grade 5
Service:	Community Business - Australian Disability Enterprises (ADE)
Employment Type:	In accordance with employment contract

Position Summary

ADE Supervisors - Cleaning with Flourish Australia's Community Businesses, operating as an Australian Disability Enterprises (ADE), work alongside and oversee cleaners and Supported Employees delivering precise cleaning methods.

The role of the ADE Supervisor - Cleaning is to:

- Ensure all daily and periodical cleaning is completed to the correct standards
- Adhere to protocol concerning the cleaning of buildings and rooms in order to restore or maintain buildings in a clean and hygienic condition.
- Provide cleaning services in a flexible manner so as not to disrupt the duties of other employees in their work
- Regularly monitor and assist Cleaners and Supported Employees in the performance of their cleaning duties on commercial contracts and provide them with the vocational skills and support required so that they can transition into and maintain meaningful open employment

ADE Supervisors - Cleaning should hold a Trade Certificate or equivalent qualifications and be able to exercise the skills and knowledge of the Cleaning trade.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them 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 hope, inclusion, partnership, diversity, integrity, respect, trust.

Flourish Australia's community businesses provide vocational support and training within a commercial environment to people with lived experience of mental health issues. They achieve this goal by tailoring meaningful employment activities that support an employee's vocational journey with practical on the job training and a group-based learning experience. These vocational activities culminate into achieving the

Community Businesses objective of transitioning employees into open employment.

The objectives of our community businesses are to provide a supportive working environment where people can:

- Reconnect gradually with employment and earn an award-based wage;
- Gain or enhance the social skills required to operate successfully as an employee;
- Learn about recovery and how to improve their physical and mental health and wellbeing, and plan their recovery journey with support from a peer worker; and
- Gain useful trade or industrial skills and qualifications relevant to future working opportunities.

Relationships and Authority

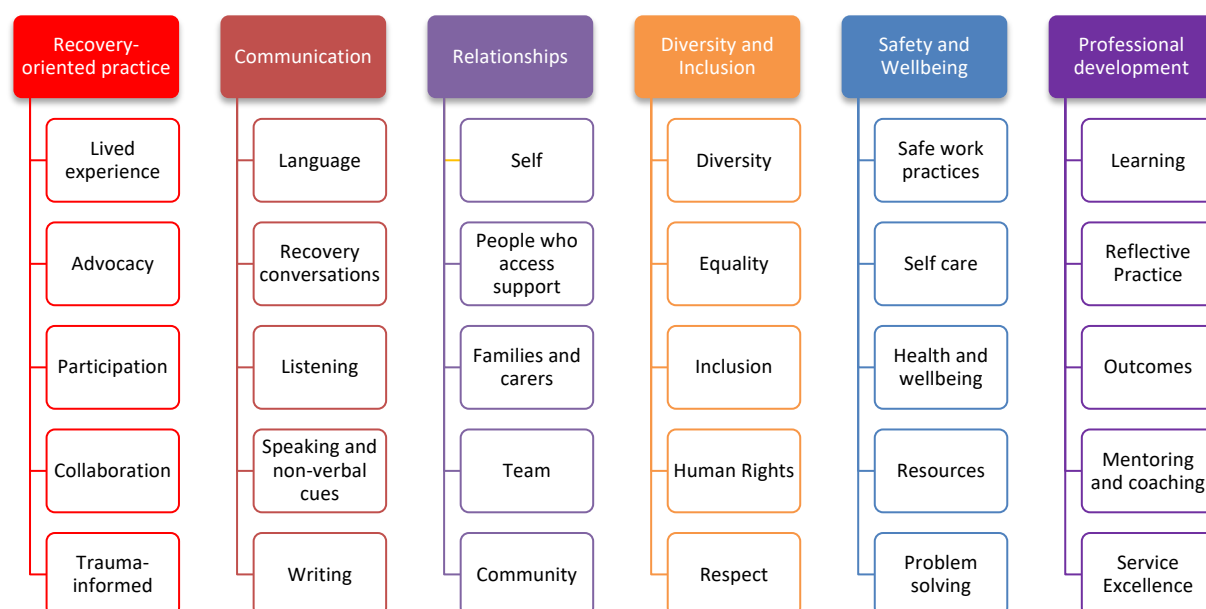
Reports to: Team Coordinator, Community Businesses
Direct reports: Cleaners, Supported Employees

Organisational Accountabilities

- Abide by all Flourish Australia and customer procedures and policies.
- Actively ensure the health, safety and wellbeing of themselves and others at work in accordance with their 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.
- Provide day-to-day assistance to Cleaners including Supported Employees.
- Review and submit timesheets, as required.
- 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 capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



A seventh (7th) domain is provided for position-specific competency.

Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Frequent	Continuous and repetitive throughout the work day.
Kneeling	Frequent	Continuous and repetitive throughout the work day.
Stooping	Frequent	Continuous and repetitive throughout the work day.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none">• Hand/arm• Foot/leg	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other cleaning equipment, general and specialist cleaning support, as well as for administrative tasks.
Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in community business settings.
Driving	Constant	Driving is a required activity performed by the staff in this role across community business locations.
Lifting and carrying <ul style="list-style-type: none">• 2kg-5kg• 5kg-10kg• 10kg-15kg• >15kg	Constant Frequent Occasionally Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include equipment, cleaning agents and moveable furniture.

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Occasionally	e.g. episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g. child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g. self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g. drug and alcohol induced, episodic situations, visiting people's homes.

Key Tasks and Responsibilities

- Delivery of cleaning services per contractual requirements – this can include:
 - offering expert guidance to Cleaners in the performance of their duties
 - ordering and distribution of toilet and other cleaning materials;
 - carpet cleaning;
 - vehicular rubbish collection;
 - Infection Control Cleaning;
 - floor polishing (stripping and sealing)
 - spot cleaning of carpets and soft furnishings;
 - operating hand held powered equipment such as blowers, vacuum cleaners and polishers;
 - sweeping and mopping;
 - toilet cleaning;
 - rubbish collection and / or and recycling;
 - cleaning of kitchens;

- replenishing stock in bathrooms and kitchen areas such as hand towel and toilet paper
- cleaning of domestic residences;
- telephone cleaning;
- cleaning of glass, both internal and external;
- dusting of all hard surfaces;
- wiping or sweeping under and around seats and table tops
- Performing and monitoring all cleaning tasks to a high standard as directed by their Team Coordinator whilst always abiding by Colour Coding and Cross Contamination systems.
- Following all other reasonable directives given by their Team Coordinator.
- Working in a manner that does not disrupt the site's employees or clients.
- Completing all tasks outlined in the appropriate Work Schedule.
- Cooperating with management in the implementation and maintenance of Flourish Australia's health & safety policies and procedures.
- Identifying and recording any issues relating to the provision of service in the Communication Book and ensuring that issues are satisfactorily resolved.
- Making suggestions to improve workplace safety or cleaning operations to Flourish Australia management.
- Communicating on a regular basis with the Team Coordinator to ensure that satisfactory services are being provided and to inform of any maintenance requirements on site.
- Providing assistance to Cleaners including Supported Employees in the work environment to ensure completion of contract work and related tasks.
- Providing on-the-job cleaning training to Cleaners including Supported Employees, as required.
- Being competent in the use of relevant machinery, equipment, tools and approved chemicals.

Performance Measures

- Ensure services are delivered in accordance with the cleaning contract by working with complex instructions and procedures.
- The client is satisfied and is able to positively endorse the quality of the cleaning service delivered
- Ensure documentation is kept updated, which includes, (by way of example), communication books and timesheets.
- Cleaners under their supervision are competent to perform their roles and accomplish all tasks in an agreed timeframe.

Required Skills and Personal Attributes

- Work independently and as part of a team.
- Report all problems in a timely manner.
- Have good time management skills and be hands-on.
- Have good interpersonal and communication skills and be able to motivate and support lower classified team members
- Be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- Be people focused and be able to work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Be committed to the positive vocational outcomes of Supported Employees.

Key Selection Criteria

"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. Relevant qualifications in cleaning (or willingness to obtain).
2. 1 years experience in a supervisory role.
3. Have a demonstrated understanding of cleaning techniques and equipment.

4. Well-developed verbal communication skills.
5. Ability to work and proceed with minimal supervision.
6. Current Australian Driver's Licence (manual).

Desirable:

1. Understanding of the challenges faced by people with a lived experience of mental health issues and how providing a recovery-oriented service is of benefit to people.

All appointments with Flourish Australia's Community Businesses are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation.

Agreement

I, _____, have read and understand the obligations of an ADE Supervisor - Cleaning 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.

ADE Supervisor - Cleaning

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to the People and Culture team.