



Where mental wellbeing thrives

## Position Description

### General Hand, Community Businesses

*"Where mental wellbeing thrives"*

#### Position Details

<b>Position Title:</b>	General Hand, Community Businesses
<b>Position Level:</b>	Grade 3
<b>Award:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	In accordance with employment contract
<b>Hours of Work:</b>	38 hours per week (or according to employment contract)

#### Position Summary

A General Hand with Flourish Australia's Community Businesses is required to work alongside supported employees and to act as a role model for people with diverse levels of skills and expertise. To achieve this, you will be required to ensure that efficient and quality work is carried out whilst also ensuring supported employee and business service satisfaction.

This is a hands-on and diverse role requiring you to complete a variety of work in areas relating to warehousing, grounds maintenance, general labouring, and courier services. 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.

As you will be frequently engaging with colleagues and service providers, you will need to be a caring and understanding individual with good communication, interpersonal and customer service skills. In this role, your sensitivity to, and empathy for, persons with a lived experience of a mental health issue, along with your ability to mentor and work alongside supported employees will be essential.

The aims of Flourish Australia community businesses are as follows:

- **Social:** to create a recovery and reintegration pathway for people with a lived experience of a mental health issue through various employment activities.
- **Economic:** to operate the business on a commercially sustainable basis of profitable growth whilst simultaneously offering employment opportunities for people.
- **Product:** to provide a range of commercial industry-standard products that meet the expectations and needs of targeted markets.
- **Support:** to increase awareness of mental illness and encourage businesses to support Australian Disability Enterprises and social enterprises.

The community businesses include:

- Packing and light assembly (ADE)
- Printing, binding and graphic design
- Digital scanning
- Cleaning and ground maintenance (ADE)

The community businesses currently operate from the following locations:

- Harris Park
- Warwick Farm
- Marrickville
- St Marys

## About Flourish Australia

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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.

## Relationships and Authority

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Reports to: Supervisor

Direct reports: Nil

External: Community Business customers

As General Hand, you will be responsible for the quality of your own work subject to routine supervision, and will also work individually or in a team environment. You will be able to exercise discretion within your level of skills and training. You will be required to liaise with supported employees, customers, Managers, Mental Health Support Workers and Peer Workers.

## Organisational Accountabilities

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- Abide by all Flourish Australia policies and procedures.
- 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.

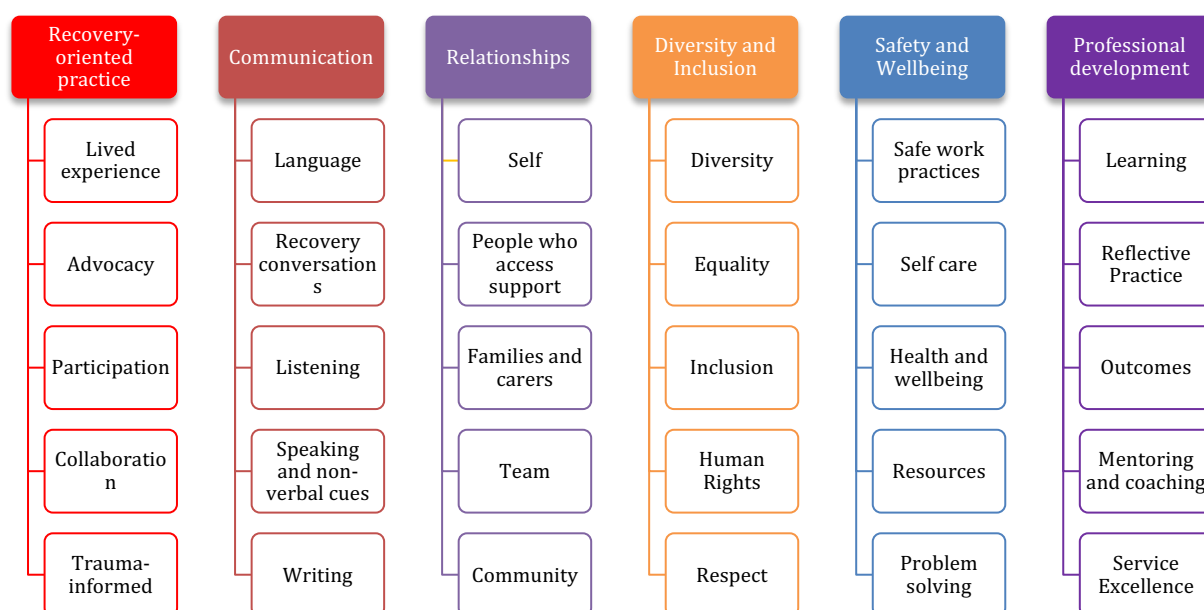
## Key Tasks and Responsibilities

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- Delivering documents and product to clients.
- Selecting and packing items for courier deliveries.
- Being reliable to provide quality work outcomes.
- Motivating and working alongside supported employees.
- Contributing to ongoing efficiency by reviewing current methods and processes and suggesting improvements.
- Carrying out basic maintenance and repairs to machinery and equipment.
- May be required to work with a crew of supported employees performing general labouring and demolition work.
- May be required to work with a crew of supported employees performing ground maintenance.
- May be required to work with a crew of supported employees performing a packaging function.
- May be required to work supervise the loading and unloading of machinery, tools, vehicles and equipment.
- May be required to work with a crew of supported employees performing commercial cleaning tasks.

## 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.

## Required Skills and Personal Attributes

- Have some understanding of technology and invoicing systems.
- Work independently, and as part of a team.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems.
- Have good time management and delegation skills.
- Apply good working knowledge of recovery-oriented practice.
- Be adaptable and be able to wear 'different hats'.
- Have good interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Effectively organise and plan their workday.

## 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 horticulture, cleaning or packaging (or willingness to obtain).
2. Able to work empathetically with people with a mental health issue or psychosocial disability.
3. Able to work with common sense and minimal supervision.
4. Sound written & verbal communication skills.
5. Able to motivate and assist team members.
6. Green card/White card (where required).
7. Current NSW manual drivers licence.
8. To be able to learn a courier run.

*Desirable:*

1. A personal lived experience of a mental health issue.

All appointments with Flourish Australia's Mental Health Services 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 (e.g. Working with Disabilities *check* in QLD).

As a General Hand, you may be required to undergo a medical assessment for labour intensive work.

## **Agreement**

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I, \_\_\_\_\_, have read and understand my obligations as a General Hand Community Businesses 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, Community Businesses**

Name		
Signature		Date:

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