

## 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>	In accordance with 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:

<b>Social:</b>	To create a recovery and reintegration pathway for people with a lived experience of a mental health issue through various employment activities.
<b>Economic:</b>	To operate the business on a commercially sustainable basis of profitable growth whilst simultaneously offering employment opportunities for people.
<b>Product:</b>	To provide a range of commercial industry-standard products that meet the expectations and needs of targeted markets.
<b>Support:</b>	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
- Printing, binding and graphic design
- Digital scanning
- Cleaning and ground maintenance
- Courier and mail solutions

## 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.

**Our Vision** is creating communities where everyone's mental health and wellbeing flourishes.

**Our Purpose** is supporting people to flourish, believing in their future and their place in the community.

**Our Values** uphold trust, respect, hope, inclusion, integrity, diversity and partnership.

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

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Reports to: Team Coordinator or Supervisor (as assigned)

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.

## Organisational Accountabilities

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- 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.
- Complete all mandatory training.
- Commit to the detection and prevention of fraud.
- Report any occurrences of exploitation, violence, neglect or abuse.
- 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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- 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.
- Complete all assigned work tasks as per instruction
- 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 if requested.

## Performance Measures

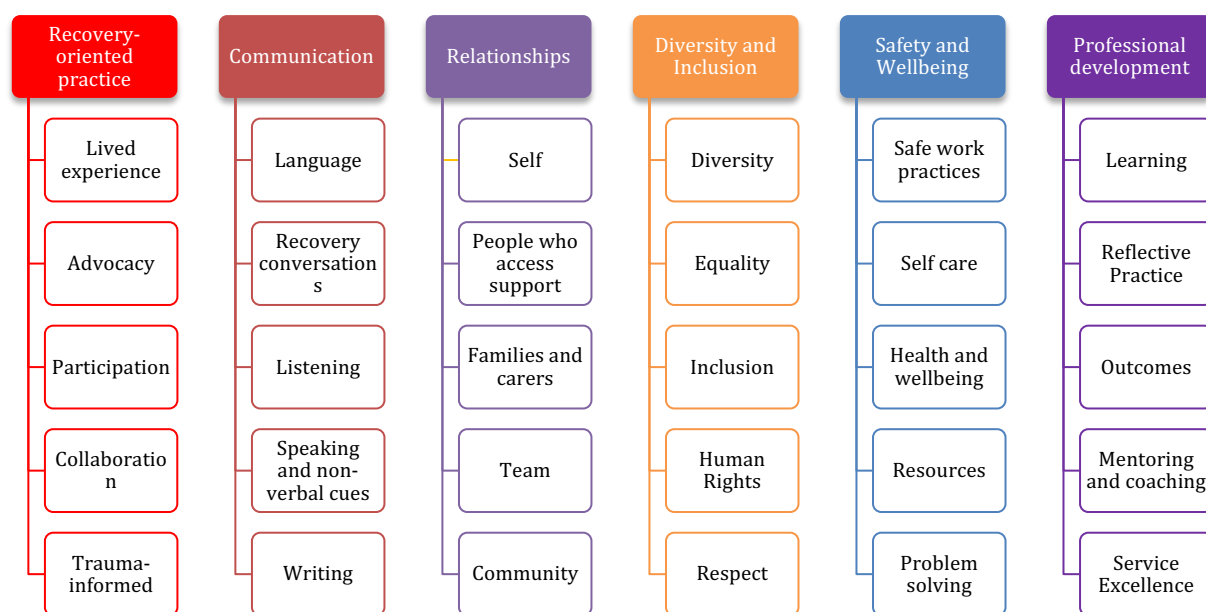
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- Ensure services are delivered in accordance with the contract.

- Ensure documentation is kept updated, which includes, (by way of example), communication books and timesheets.

## 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"> <li>• Hand/arm</li> <li>• Foot/leg</li> </ul>	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other cleaning equipment, general cleaning support, as well as for maintenance tasks.
Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in community business settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> <li>• 2kg-5kg</li> <li>• 5kg-10kg</li> <li>• 10kg-15kg</li> <li>• &gt;15kg</li> </ul>	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 cleaning supplies, office supplies and cleaning equipment.

### Psychosocial demands/frequency

Position demand	Frequency	Comments
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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.

### 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 or experience 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.

#### 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, NDIS Worker Screening Checks, and other background checks as required by different State legislation.

### Agreement

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 the People and Culture team.**