

## POSITION DESCRIPTION

<b>Position Title:</b>	Supervisor
<b>Business Unit:</b>	Business Enterprises
<b>Business Division:</b>	Community & Pathways
<b>Reports To:</b>	Department Manager
<b>Classification:</b>	Business Enterprises Enterprise Agreement. Level 3
<b>Date Prepared/Updated:</b>	September 2021

### The genU way

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making. Our mission is to enable each person we support to live the life they choose.

## OUR VALUES



### Business Unit Overview

genU Business Enterprises provides supports in employment for people living with a disability. It's a social enterprise, committed to providing a supportive work environment while operating to the highest commercial standards.

The variety of contracts that genU is involved with enables employees to develop a wide range of workplace skills and experience while interacting with the wider community

### Position Purpose

A genU Supervisor supports people with a disability to learn new skills, develop confidence and flourish in a supportive workplace. A Business Enterprises Supervisor is a hands on role and is responsible for the work for valued customers while overseeing supported employees as they carry out this work.

The work may be conducted at a genU site or at a customer's site, depending on the customers' needs and the work required.

A genU Supervisor will support all employees with varying abilities to reach their full potential.

A Supervisor is the primary contact for supported employees as they go about their work.

A Supervisor is responsible for the productivity of the group so the customer's expectations are met while ensuring all employees reach their full potential.

Each day presents new challenges and it's the Supervisor responsibility to use their skills and experience to find the best ways to keep everyone engaged and motivated while at work.

### Key Accountabilities of Role

- Be an engaged and active member of the Business Enterprises team
- Provide excellent customer service to all internal and external stakeholders
- Bring a mature and friendly outlook and the ability to remain calm under pressure
- Exhibit characteristics of reliability, punctuality and professionalism in all work related tasks
- Accurate and timely completion of tasks and ability to meet business needs as required
- Compliance with all relevant genU policies, procedures and work instructions
- Ability to work autonomously and prioritise workloads
- Assist the business by performing other work as directed by your manager
- Work within OH&S guidelines
- Participate in genU training and development programs as required
- You may be required to work at different sites as the business requires
- Follow all safety guidelines and enforce safe operation including wearing of PPE as for self and those under your area of responsibility

### Key Working Relationships:

#### Internal:

Business Enterprises Staff  
Business Enterprises Managers  
Business Enterprises Supported Employees  
genU Corporate Services

#### External:

Customers  
Suppliers  
External stakeholders

#### Member of:

Community & Pathways

### Key Selection Criteria & Qualifications:

#### Qualification:

- Relevant Industry qualification and/or experience

#### Essential:

- Experience leading teams and supervising work

	<ul style="list-style-type: none"> <li>• A patient and caring disposition and the ability to make people feel at ease</li> <li>• Ability to remain calm under pressure</li> <li>• Willingness to work alongside people of all abilities</li> <li>• Excellent written and verbal communication skills</li> <li>• Understand the importance of being well groomed and presented at all times including abiding by the genU dress code</li> <li>• NDIS Screening Workers Check</li> <li>• NDIS Worker Orientation Module Certificate of Completion</li> </ul>
<b>Cultural Fit:</b>	<p>In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce and incorporate these values and behaviours.</p> <p>genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.</p>
<b>General Information:</b>	<p>Employment terms and conditions are provided according to relevant award/agreement.</p> <p>This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role.</p> <p>It is not intended to be an exhaustive list of all responsibilities, duties and skills required. genU reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.</p> <p>genU recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life and family needs.</p>