

SOUTH BURNETT CTC INC POSITION DESCRIPTION

WORKSHOP SUPPORT WORKER CTC DISABILITY SERVICES – GUMNUT PLACE

Position Type	Full Time – 38 hours per week
Program	The Gumnut Place
Location	22 Gore Street, Murgon QLD 4605
Reports To	Business Coordinator / Service Manager
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO) Level 2.1 (\$29.12 per hour) + salary packaging

Position Summary

The Gumnut Place is an Australian Disability Enterprise which incorporates: a wood workshop; commercial kitchen; commercial laundry; trophy, engraving and badge making service and a secure document destruction service. The team includes Supported Employees and a number of Volunteers who are supervised and mentored by Support Workers to work safely and productively at their assessed capacity.

This position is broadly responsible for:

- Monitoring the safety of and providing support, supervision and on the job training to Supported Employees and Volunteers in the Workshop while contributing to production
- Assisting the Business Coordinators to manage production in a safe environment (pricing, quality control, maintenance of equipment, efficiency, presentation of products, stocktake etc)
- Providing appropriate general support to all staff, Supported Employees and Volunteers across Gumnut Place

Attributes required to meet the responsibilities of the position

Qualifications/Industry Experience/Licences

- Relevant experience and ability to gain a relevant qualification (Certificate III or IV in Individual Support)
- Relevant wood working experience and skills including Workplace Health and Safety
- Forklift Ticket or ability to acquire
- Current Queensland manual Driver's Licence
- Current First Aid and CPR Certificates or ability to acquire
- General Safety Induction (Construction Industry) White Card or ability to acquire
- Ability to compile comprehensive case notes
- General understanding of the National Disability Insurance Scheme or willingness to learn
- Desire to make a difference in people's lives and work in the community services space

Screening

- Working with Children Blue Card
- NDIS Worker Screening Check or Disability Services Yellow Card
- COVID-19 vaccination as per Queensland Government mandate
- Ability to meet and maintain any other current or future legislative benchmark requirements

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support

Time Management and Accountability

- Time management and IT competency to ensure all case notes and other responsibilities/deadlines are met and to ensure that client files are kept up to date within the required timeframe on a database and in a hard file

Availability and Flexibility

- Availability for occasional pre-planned out of hours work/weekend events to meet the needs of the service

Responsibilities of the Position

A broad outline of the responsibilities position includes:

Contract Compliance

- Contribute to Workshop production
- Contribute to the development, implementation, monitoring and review of Employment Assistance Plans
- Assist the Business Coordinator to ensure the Workshop provides a safe environment with efficient and cost effective production and meets all relevant industry standards
- Undertake the running of the kiln for pallet treatments (under the direction of the Business Coordinator until competent with procedures)

Internal Reporting Requirements

- Perform administration duties relevant to the position
- Enter daily Supported Employee case notes into the database within the timeframe required
- Communicate daily (verbally or by email) with the Business Coordinator or Service Manager

Internal Administration

- Assist the Business Coordinator with the preparation of quotes
- Assist with the induction of new Workshop Supported Employees and Volunteers

Client Management

- Be a role model to Supported Employees and Volunteers in all areas including workplace attitude and managing change
- Work with the other Workshop Support Workers to provide consistency in all aspects of the role
- Ensure daily task lists are individualised for each Supported Employee and Volunteer in the Workshop with support of the Business Coordinator as required

SOUTH BURNETT CTC INC POSITION DESCRIPTION

- Provide support, on the job training, mentoring and supervision to Supported Employees and Volunteers working in the Workshop
- Monitor the safety, standard of conduct and quality of work of each Supported Employee and Volunteer in the Workshop and address any identified issues with the support of the Business Coordinator if required
- Conduct daily tool box meetings with the Supported Employees and Volunteers in the Workshop prior to each day's activities
- Provide appropriate general support to all Supported Employees and Volunteers of Gumnut Place

Other expectations of the position

- Monitor Workshop production and develop an understanding of pricing, quality control, safety, efficiency, presentation of products, stocktake etc with the support of the Business Coordinator.
- Monitor the usage of the pallet/peg materials and liaise with Business Coordinator for restocking as required
- Provide input into the development of marketing strategies for approval by the Service Manager
- Contribute to the business success, quality assurance and continuous improvement of operations and output of the Gumnut Place Workshop, Commercial Kitchen, Commercial Laundry, Trophy, Engraving and Badge Making Service and Secure Document Destruction Service

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Disability Services as well as all other CTC Teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment at all times
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Human Services Quality Standards
 - NDIS Practice Standards
 - Qld Human Rights Act
 - CTC Staff Code of Conduct
 - NDIS Code of Conduct Code
 - CTC Code of Conduct for Working with Children and Young People

Performance Support and Reviews

Performance will be formally reviewed within 6 month of commencement and then on an annual basis according to the details of this and any revised position descriptions.

**SOUTH BURNETT CTC INC
POSITION DESCRIPTION**

Confirmation of Understanding and Agreement with the Position Description
--

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role

Staff Member Name: _____

Staff Member Signature: _____

Date: ___/___/___