

Position Description

Job Title:	MERIT COMMERCIAL SOLUTIONS SUPERVISOR
Reports To:	Merit Commercial Solutions Senior Supervisor
Salary Range:	Supported Employment Services Award – Grade 6
Approved By:	Board of Directors
Approved Date:	4 April 2016

SUMMARY

Directs and coordinates the work activities of supported employees to train and improve their vocational skills by performing the following duties.

Merit Commercial Solutions encompasses the following activities:

- Encore Clothing – sorting, cleaning and selling recycled clothing, accessories and other items
- manufacture of rags (from clothing remnants)
- hand assembly of products
- print finishing including copying and guillotining
- mail services, including folding and enveloping/packaging and despatch
- internal cleaning (main office building)

The following equipment and vehicles are used in Business Services:

- printer/photocopier
- guillotine
- rag cutters
- washing machines
- clothes dryers
- sewing machines
- electric forklift
- heat sealers
- shrink wrap machine
- folding machine

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned relevant to skills and experience.

Supported Employees, Volunteers and Casual Staff:

- supervise day to day tasks
- provide feedback about performance
- provide personal care support as required
- record relevant information for the Disability Maintenance Instrument (DMI)
- record electronic file notes in EASI
- Monitor work performance of employees to ensure compliance with procedures and safety regulations.
- Assign employees to specific tasks and demonstrate job duties to ensure understanding of duties.
- Observe employees to ensure work is performed according to prescribed methods and meets established standards.
- Resolve work related difficulties by re-assigning employee to simpler tasks when employee cannot perform assigned tasks, or to tasks containing higher degrees of complexity as level of competence is reached.

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Authorised by General Manager – 28 June 2011

Printed on Friday, 27 April 2018



General Duties:

- Carry out work duties in accordance with Self Help Workplace’s policies and applicable laws.

Commercial Operations:

- Plan and co-ordinate Merit Commercial Solutions commercial operations; including:
 - preparing and negotiating quotes and prices;
 - maintaining inventory at required levels;
 - liaison with potential and existing customers;
 - establishing priorities for manufacturing goods and providing services;
 - reviewing orders or schedules to ensure quantities and specifications of products and services;
 - organize delivery of products
- prepare monthly stock take
- prepare cash takings from Encore & canteen for banking

General operations:

- Ensure compliance with all State and Federal laws, the Code of Conduct, Quality Assurance procedures and Disability Service Standards.
- Resolve grievances and incidents or refer to a higher authority when necessary.
- Lodge Action Required (yellow) forms in a timely manner and inform the Operations Coordinator of urgent requirements.
- Maintain equipment, assets and vehicles in proper and working order, by co-ordinating maintenance, repairs and cleaning.
- Apply Self Help Workplace’s policies and procedures

CERTIFICATES, LICENSES, REGISTRATIONS

- First Aid Certificate (or ability to acquire)
- Current Drivers Licence
- Current licence to perform High Risk Work (Forklift Truck)
- Undergo a National Police Check and have no convictions preventing work with vulnerable persons
- Undergo a health assessment and be found to be suitable for the position
- Undergo any future security screening requirements as deemed necessary for this position

HIGHER DUTIES

The position holder is expected to undertake all of the roles of the Merit Commercial Solutions Senior Supervisor.

STAFF MEMBER NAME..... DATE.....

SIGNED ACKNOWLEDGEMENT OF POSITION DESCRIPTION

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Recruitment

Essential Skills and Experience

1. Respect for people with disability
2. Supporting staff (team management
3. Maintaining a safe workplace
4. Problem solving and innovation

Desirable Skills and Experience

1. Customer and sales support
2. Production processes
3. Disability support