

POSITION DESCRIPTION

DOCUMENT No. OHR_PD25

POSITION TITLE:	DSW Production Supervisor		
EMPLOYMENT STATUS:			
CLASSIFICATION / AWARD:			
SITE:	Mildura Chocolate Company	DEPARTMENT:	Social Enterprise
REPORTS TO:	Coordinator		

PURPOSE OF POSITION:

- To provide ongoing skills training and on-the-job support to Supported Employees and volunteers.
- To be responsible for the operation, regular maintenance and cleaning of work area and equipment, and supervising Supported Employees to do the same.
- Provide quotes to customers making special orders for products.
- Produce and package product (including labelling in accordance with Health Regulation requirements) to meet planned orders to a high standard.
- Provide a positive experience to customers visiting the Mildura Chocolate Company shop.
- Continually develop new ideas to increase product range.

RESPONSIBILITIES & DUTIES:

- To have an understanding and knowledge of the Disability Services Act as it relates to Supported Employment Services.
- Comply with National Disability Services Standards as per Funding & Service Agreement.
- To know, understand and comply with the aims, objectives and policies of the Christie Centre Inc. as documented, and to work in accordance with such.
- To record and monitor weekly notes for evidence-based funding models and standards.
- To exercise effective communication skills with Supported Employees, families, customers, community agencies and colleagues.
- To maintain a high standard of professional conduct.
- To ensure that the shop is opened in time for Supported Employees to commence their tasks, and if unable to attend to notify the Supervisor.
- To check that food safety procedures are implemented and legible records kept in conjunction with the Supervisor.
- To take responsibility for closing the shop after Supported Employees have left, ensure premises are clean and the daily takings are put away securely.
- At all times to promote opportunities to empower Supported Employees; in development and decision making, ensuring they are informed of all aspects of employment.
- To ensure duty of care at all times whilst allowing the worker dignity of risk.

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- To advocate for Supported Employees if the need arises.
- Role model appropriate vocational and social behaviours.
- To ensure all Supported Employees have a good understanding, and participate in safe and ethical work practices.
- To be dressed appropriately in work uniform and to be clean and neat as possible.
- To discuss problems and concerns with the Supervisor.
- To complete timesheets daily.
- To assist Supported Employees to understand and accept the policies and procedures for the Mildura Chocolate Company and to work in accordance with them:
 - Personal safety (OHS);
 - Personal, premises and stock hygiene (food safety); and
 - Operational practices (quality assurance)
- To assist Supported Employees to prepare specialty orders as required.
- Provide courteous customer service and attempt to address complaints promptly, including referring the complaint to the Supervisor as necessary.
- Maintain a clear, safe, working environment at all times.
- Maintain equipment at Mildura Chocolate Company in a safe working order compliant with OH&S Standards, and report serious maintenance requirements to administration office immediately.
- Implement the quality assurance processes as per the Christie Centre Inc. Quality Assurance system.
- Participate in regular meetings with Supported Employees and management.
- Other reasonable duties as directed.

BUSINESS OPPORTUNITIES

- Monitor quality of work.
- To be able to mould and coat produce (eg: almonds).
- Shine coated produce using capol products.
- Set tempering machine and spray unit, coating machine with correct settings for making chocolate products and different chocolate types (eg: dark chocolates).
- Quality control of chocolate to ensure finished product meets required standard.
- To actively participate in occupational health and safety initiatives.
- To be innovative and use initiative to identify new opportunities for Mildura Chocolate Company.
- To be self-motivated with the ability to work unsupervised.
- To demonstrate an ability to apply problem solving skills.
- To develop and implement practical ideas.
- Good written and oral communication skills.

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HUMAN RESOURCES / LEARNING & DEVELOPMENT

- To be involved in individual planning and assessment of Employee Assistance Plans (IWP's).
- Teach and monitor safe working practices. Training will be formalised through IWP documentation and Training Plans.

FINANCIAL / SALES

- Ensure cash register can be reconciled accurately at the end of the week by:
 - Confirming the float before business commences; and
 - Ensuring all sales are entered accurately.
- Confirming the cash register balances at the end of business each week.
- Provide a receipt to customers upon request.

AUTHORITY:

- Drive Christie Centre Inc. vehicles for which the appropriate licence is held, and only when authorised by the Executive Officer or their delegate.
- Administer First Aid in accordance with relevant first aid skills.
- Authorised to hold keys and security access codes (alarm system) for Mildura Chocolate Company.
- Managing/handling cash control levels in register/drawer. Clearing excess cash as required

HEALTH, SAFETY, WELLBEING & QUALITY

- Comply with Christie Centre Inc. Health, Safety and Wellbeing (HSW) and Quality Assurance Management Systems, including statutory obligations;
- Initiate actions to prevent the occurrence of non-conformities in processes or systems;
- Identify, initiate, recommend and assist in the issue resolution process;
- Verify and confirm the effective implementation of said solutions;
- Ensure prompt reporting of all incidents or near misses in accordance with procedures;
- Strive to continuously improve the processes and systems; and
- Promote a positive HSW culture in the workplace.

QUALIFICATIONS / SKILLS / WORK EXPERIENCE:

Essential	Desirable
Current Victorian Drivers Licence	Knowledge of function of business in sales and customer service – ability to exceed sales targets
Current National Police Records Check	Knowledge of financial software/accounting suites
Understanding of Food Safety	
A minimum of 3 years of responsible leadership experiences in management or supervisor positions	
Proficiency in Microsoft Office packages (inc. outlook, word, excel powerpoint etc.)	
Certificate IV Disability Services	

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PERSONAL QUALITIES & BEHAVIOURAL TRAITS:	
Essential	Desirable
Friendly and approachable manner	
Exceptional communication, negotiation and interpersonal skills to effectively lead and manage a team.	
Excellent planning, organising and prioritising skills	
Ability to problem solve, make decisions, use initiative	
RELATIONSHIPS:	
With	Purpose
Supervisor	Reports directly to the Supervisor
Supported Employee	Liaise with Supported Employees providing guidance and support as required.

AGREEMENT:

I have read the position description and agree to abide by it to the best of my ability.

Signed: _____ Date: _____

WITNESSED BY:

Name: _____ Position/Title: _____

Signed: _____ Date: _____

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