

Job Description Form

Orange Sky Service Supervisor

(SS – 027)



**Bega
Garnbirringu**
HEALTH SERVICE

Sickness gets better.

| Position Title | Orange Sky Service Supervisor | | Position Number | (SS – 027) |
|--|--|--|-----------------|------------|
| Work Group: | Social Support | | | |
| Work Unit: | Health Programs | | | |
| Reports to: | Health Programs Coordinator | | | |
| Supervisory: | No | | | |
| Award: | Aboriginal & Torres Strait Islander Health Workers & Practitioners & Aboriginal Community Controlled Health Services Award 2020 (Cth) Nurses Award 2020 NES Fair Work Conditions Contract of Employment | | | |
| 50(d) Aboriginality | No | If yes Aboriginality is an essential criterion and is provided for in accordance with section 50(d) of the Equal Opportunity Act 1984 (WA). | | |
| Position Term: | Ongoing – 37.5 hours per week | | | |
| Date: | 24/05/2023 | No of pages: | 5 | |
| Review Date: | 24/05/2025 | Status: | Active | |
| Endorsed By: (Chief Executive Officer) | | Date of Endorsement: | | |

VISION STATEMENT

Our vision is for a healthy community, living healthy lifestyles and working together to extend life expectancy.

MISSION STATEMENT

Our mission is to provide sustainable, culturally appropriate, and holistic health services for Aboriginal people in the Goldfields, and to address the social determinants of health through health promotion, education, campaigns, and preventive health services. We are committed to the development of a professional workforce to deliver these services.

ABOUT BEGA

Bega Garnbirringu Health Services (Bega) approaches health service delivery from a holistic perspective. This means that Bega seeks to close the gap in health outcomes for Aboriginal people through a multi-faceted approach that includes a high level of attention to the social determinants of health as well as clinical and primary health.

In order for this approach to be effective it is essential that all staff view their role through the eyes of the client and from a whole of organisation perspective. To this end it is essential that all employees be team oriented and prepared to work cooperatively in a multi-disciplinary environment. All employees must abide by their contract of employment and code of conduct and apply themselves to their duties with professionalism, integrity, ethical practice and with diligence.

The organisation has a strong commitment to the provision of services that are culturally appropriate and safe for Aboriginal clients.



PURPOSE OF THE POSITION

The purpose of the Service Supervisor role is to engage with people in need across the community to provide laundry facilities and connection spaces in collaboration with BGHS, Orange Sky and external stakeholders as required.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

External:

- Liaise and maintain working relationships with a variety of organisations and stakeholder representative groups as required.
- Develop and maintain good client relationships as required.

Internal:

- Maintains close working relationships with all BGHS employees.



RESPONSIBILITIES OF THIS POSITION

| KEY RESULT AREA | POSITION RESPONSIBILITIES |
|--|---|
| Professional Services | <ul style="list-style-type: none"> ❖ Liaise and work in close partnership with Orange Sky HQ Staff. ❖ The Service Supervisor will work in close working relationships with all BGHS program areas and other external stakeholder to provide laundry facilities and safe connections for clients. ❖ Operate and drive the Mobile Laundry Facility vehicle in full accordance with BGHS's safety procedures. ❖ Report all incidents that occur to relevant BGHS and Orange Sky staff, no matter how small or insignificant and participate in any follow up communications required in the debriefing process. ❖ Must take reasonable steps to respond to all communication in a timely manner via phone, email or in person. ❖ Engage in positive and genuine conversations with all stakeholders. ❖ Unpack and pack the Mobile Laundry Facility vehicle, including chairs, washing baskets and other equipment, including supporting others to do their washing (i.e., Assisting with reeling and unwinding hoses and laying them out if required). ❖ Ensure the Mobile Laundry Facility vehicle is in a safe and clean condition on a daily basis. ❖ Conduct routine maintenance and servicing of the Mobile Laundry Facility vehicle (cleaning out washer dryer filters and completing facility checks etc). ❖ Refer clients to other programs as per individual needs (i.e: clinical and or social support services/programs) ❖ Complete reports after each shift through online portal with Orange Sky. ❖ Coordinate and manage an internal stakeholder roster for a team to regularly attend shifts and perform duties as required. ❖ Perform other duties as required. |
| Reporting | <ul style="list-style-type: none"> ❖ Ensure all reporting is collected, submitted, and meets KPI requirements for BGHS and relevant funding agreements. ❖ Assist and or/provide regular reports as directed. ❖ Ensure regular data is input into databased or other computer software/programs as required. |
| Organisation and Administration | <ul style="list-style-type: none"> ❖ Plan and establish priorities to ensure effective use of time. ❖ As a member of a small team, demonstrate flexibility in supporting delivery of services as/when required e.g., reception. ❖ Contribute to the ongoing development of internal policy and procedures. ❖ Attend and participate in staff meetings and complete staff surveys on request. |
| Communication | <ul style="list-style-type: none"> ❖ Effectively communicate and maintain sound relationships with clients, stakeholders and all BGHS employees. |

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| KEY RESULT AREA | POSITION RESPONSIBILITIES |
|--|---|
| | <ul style="list-style-type: none"> ❖ Maintains confidentiality and demonstrate compliance with relevant Privacy Legislation. ❖ Display respect, empathy and understanding with all employees, Board Members, and other stakeholders. ❖ Work collaboratively and cooperatively with team members to ensure quality outcomes. ❖ Work collaboratively across organisation boundaries as required. |
| Education | <ul style="list-style-type: none"> ❖ Attends relevant training courses and professional development including mandatory training as required by Bega. |
| Physical Environment and Safety | <ul style="list-style-type: none"> ❖ Report and document incidents and accidents in accordance with Bega policies and procedures. ❖ Recognise potential hazards in the workplace and contribute to the development of strategies to remove or reduce the risk to an acceptable level. ❖ Maintain a safe environment for all employees within Bega. ❖ Adhere to correct fire safety procedures and attend fire drills as required. ❖ Ensure compliance with Work Health and Safety (WHS) policies and procedures and change the act to the Work Health and Safety Act 2020. |



COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake this role. The profile is used for recruitment, performance review, planning, and training and development activities.

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

Essential:

- A qualification and experience in Community Service, Aboriginal Health Work, Social Work or equivalent.
- Proven ability to build rapport, communicate and develop respectful and professional relationships with Aboriginal and Torres Strait Islander people.
- Experience working with Aboriginal people and communities.
- Demonstrate willingness and ability to engage in clear verbal conversations of a positive and nonjudgmental nature with people experiencing homelessness.
- Have the physical ability to operate equipment including the washing machines, dryers, generator/power, hoses/tanks and clean showers.
- Be able to comprehend and adhere to all safety and operational procedures.
- Demonstrate a commitment to Bega Garnbirringu Health Services to positively connect with Aboriginal communities.
- Ability to work as part of an interdisciplinary team, as well as independently when required.
- Ability to use initiative and creativity to achieve service outcomes.
- Ability to undertake regular travel and overnight/s stay.
- Current C Class Drivers Licence.
- Valid Working with Children Check (WA).
- National Criminal History Check Certificate (Police Clearance - valid within 3 months).
- Current CPR certificate.

Desirable:

- NIL

EMPLOYEE

I (Full Name) _____ have sighted and accept this duty

Statement and acknowledge the expectations that will be held of me in relation to my role at Bega.