

Position Description

Position title: Employment Support Worker – Milestones Solutions Work Crew
Classification: SCHADS Award: Social and Community Services Employee, level 3
Reports to: TTW Service Coordinator / Program Facilitator

About CPL – Choice, Passion, Life

CPL is a leading community support provider across Queensland and Northern New South Wales, partnering with people with disability and their families to create meaningful change.

Through personalised support, specialised guidance and expertise in collaborative decision making, we empower each person to live the life they want at every stage.

We are driven by a deep commitment to understanding our clients' aspirations and turning their vision into reality.

Drawing on decades of experience, we deliver practical, impactful support that makes a real difference – combining our expertise with genuine care to support individuals, families, and communities.

Our vision

An inclusive society for all people.

Our purpose

To provide services for people with disability so they can lead the life they choose.

Our difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our values

Our values are known across CPL Group as 'Our Way'. It sets the standard for how we behave with each other and with the people we support, no matter our role, location or brand. By living these values every day, we create trust, build strong relationships and support people to live the lives they choose – together.

Understand the person

Recognising each client and employee as an individual, respecting their choices and shaping your approach around what matters most to them.

Give great service

Delivering high quality support to clients and to each other that is consistent, safe, reliable and focused on what matters to that person.

Work together

Together has strength. Collaborating between teams, brands, locations and across the community to create better outcomes.

Find better ways

Improving how you work to provide better outcomes and experiences for clients and employees.

Position purpose

Support the work crew to build skills, confidence, and independence through meaningful work, helping them achieve employment goals while contributing to safe, productive, and sustainable business outcomes.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key responsibilities

- Support, coach, and develop Supported Employees to build skills, confidence, independence, and workplace capability.
- Deliver on-the-job training, mentoring, and guidance to help employees achieve their individual employment goals and maximise their potential.
- Monitor employee progress and performance, providing regular feedback and collaborating with stakeholders to support development outcomes.
- Promote a safe, inclusive, and productive work environment, including the safe use of tools, equipment, and work practices.
- Lead and supervise Garden Crew operations to ensure work is completed safely, efficiently, and to a high standard.
- Prepare quotations, assess customer requirements, and coordinate resources to deliver quality gardening and grounds maintenance services.
- Grow/maintain the Garden Crew business by building/maintaining customer relationships, identifying new opportunities, and securing service contracts.
- Maintain equipment and assets to ensure operational readiness, safety, and service reliability.
- Undertakes other responsibilities as required and directed by manager or delegate.

Supplementary responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Internal

Uncontrolled when printed

Key customers

- Reports to TTW Service Coordinator.
- Provides support to a team of Garden Maintenance Trainees and Supported Employees.

Selection criteria

- Knowledge of horticulture, gardening, and grounds maintenance practices.
- Ability to safely operate and maintain gardening equipment.
- Strong communication and interpersonal skills.
- Ability to understand customer needs and develop practical work plans.
- Sound judgement, initiative, and ability to work independently.
- Understanding of business operations and customer service.
- Experience in gardening, horticulture, or a similar service environment, preferably in a leadership role.
- Strong organisational skills with the ability to manage priorities and schedules.
- Current Provide First Aid and CPR qualifications, or willingness to obtain and maintain these qualifications as required.

Additional requirements

These do not need to be addressed in selection criteria but must be included in application:

- Current 'C' class driver's licence with regular access to a vehicle.
- A Working with Children Check, Blue Card in Queensland, or a Working with Children Check in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.