



Position Description

Position Title: Employment Support Worker – Milestones Solutions Work Crew

Classification: CPL Award – Schedule A – Level 3

Reports To: Transition to Work Programs Manager

About CPL

CPL – Choice, Passion, Life is a non-profit organisation that provides vital support and services to more than 8,000 children and adults with disabilities in Queensland and Northern NSW.

We give our clients the freedom of **choice**, the opportunity to chase their **passion** and the support to live the **life** they choose. CPL provides services every day, at every stage of life and have been doing so for over 65 years in thousands of homes, schools, communities and workplaces.

Our Vision

An inclusive society for all people.

Our Purpose

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

Our Difference

We have been working in your community for over 65 years. We have the expertise to deliver services to people of all ages with all levels of physical disability. We will work with you and your loved ones to maximise your independence so you can live the life you choose in your community.

The CPL Way

We are a business with a heart. Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

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- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.
- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.
- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

Position Purpose

To provide a range of individual and group based employment supports to Work Crew participants, that encourage and increase community engagement, economic participation and increased capacity to reach employment goals and aspirations.

To support continuous improvement in the business performance of Milestones Solutions Work Crew and effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Identify appropriate business development opportunities, develop and implement high quality marketing plans and effectively promotes the work of the Milestones Solutions Work Crew to achieve and maintain a strong customer base.
- Assess customer requirements, estimate recourse needs, determine feasibility of providing service and produce and provide quotations as appropriate to achieve optimum levels of contracts for gardening and maintenance services to customers.
- Undertake appropriate horticulture/gardening/maintenance (including cleaning) duties and tasks and effectively supervise the crew to ensure high quality services are provided to customers in line with service agreements.
- Develop and implement appropriate equipment maintenance programs and undertake basic routine maintenance as necessary to ensure equipment is serviceable and safe for use at all times.
- Contribute effectively to identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Identify training and development needs of the teams and provide individual coaching and training as appropriate to optimise the individual and collective work contribution and progress towards achieving each individual's potential.
- Undertakes other responsibilities as required and directed by Transition to Work Programs Manager.

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Supplementary Responsibilities

- Embodies The CPL Way 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.

Key Customers

- Reports direct to Transition to Work Programs Manager.
- Provide support to a team of Garden and Maintenance Trainees.

Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Sound working knowledge of horticulture.
- Working knowledge of basic routine gardening equipment maintenance with the ability to implement that knowledge safely in practice.
- Effective interpersonal and communication skills.
- Ability to effectively assess customers' needs and translate these into viable work plans and programs.
- Ability to exercise appropriate initiative and work autonomously.
- Demonstrated understanding of small business principles with the ability to translate those principles into practice.
- Track record of success within similar gardening services is preferred, particularly in a supervisory or self-employment capacity.
- Ability to effectively organise and prioritise work and develop and implement appropriate work schedules.

Additional Requirements

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

- Willing and eligible to obtain Certificate III Disability, or higher.
- Willing and eligible to obtain Certificate IV Training and Assessment.
- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- Current 'C' class driver's licence.
- Current Apply First Aid and CPR qualifications.

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