

Success Profile

Team Leader, Animal Care

You will be part of a dynamic and inclusive business enterprise to provide opportunities for people with disabilities to be employed alongside other trade-skilled team members.

Team Leaders will supervise a small team carrying out the up-keep of Summerland Farm animals onsite. The Team Leader is will also assist with maintaining lawns, gardens, cleaning and general maintenance of the site to a high quality standard to achieve business outcomes.

Reports To	Retail & Tourism Coordinator
Direct Reports	Supported Employees
Level	4/5 NDS Capability Framework – Employment Services Delivery
Date Prepared	January 2023

We're guided by our Purpose and Values

Our Purpose is the reason we exist, and at Aruma that is:

Supporting people to live a great life, the life they want, the life they choose.

Aruma is also BRAVE. That's what makes us a trailblazer. Being part of our team means you need to meet our BRAVE behaviours.

Bold - we speak up; Respectful - we respect each other; Authentic – we do what we say; Value Teamwork – we do things together; Excellent – we do things well.

We're the trusted partner of over 5000 people with a disability throughout the east coast of Australia. Aruma puts our customers first. And to do this we need employees who are brave, bold, and who dare to think differently.

What success looks like...

- Animal welfare, care and maintenance is acted upon in a timely manner to ensure animal procedures and practices are followed daily
- Visitors and customer knowledge is increased from promoting Summerland Farm through educational site tours, factual information of animals and our businesses products and services
- Team members are led effectively, they receive coaching and direction in order to successfully complete lawn, garden maintenance and general landscape projects on Summerland Farm site
- Positive team relationships facilitate cooperation and collaboration, reflecting our values and producing effective team results

- Positive employment outcomes are achieved through supporting employees with training, learning and development
- Accidents, injuries and near misses are reported immediately. Hazards and risks are identified and acted upon to create a safe and compliant work environment
- Excellent customer service promotes Summerland Farm services and builds positive relationships with external customers, suppliers and contractors.

A day in the life of a Team Leader...

Leadership & Teamwork

- Works collaboratively with Supervisor and other Team Leaders, sharing knowledge that assists supported employees to develop skills to achieve their employment goals
- Undertakes performance development such as supporting induction and onboarding, probation reviews, performance appraisal and formal performance management, with the support of the Supervisor
- Ensures team members are always supervised, covering absences or shifts for other Team Leaders, if required
- Models safe work practices, including personal protective equipment, coaching all team members to utilise equipment appropriately
- Displays positive team behaviours that reflect our values, contributing to team results and effectiveness
- Attends and actively participate in scheduled team meetings and other training or development, engaging with opportunities to develop new skills
- Adopts new processes or technology and aligns with the changing needs of the business and customer requirements.
- Assesses diverse needs and makes recommendations to improve team productivity

Customer relationships

- Provides appropriate care for supported employees with a variety of complex requirements, displaying appropriate tact, sensitivity, and confidentiality
- Provide relevant, factual information to customers and visitors regarding farm animals.
- Adapts communication and supervision style to differing needs and situations, to resolve conflict effectively with assistance
- Works collaboratively with team and internal stakeholders to achieve business or customer goals
- Maintains a professional appearance and manner, including maintaining clear and organised work areas
- Maintains and updates appropriate personal records on Supported Employment supports provided, goals and wellbeing (Scout and/ or personnel file), escalating promptly to appropriate manager and Periscope any matters of concern.

Communication

- Adapts communication style to differing needs and situations, to resolve conflict effectively, with assistance
- Works collaboratively with internal stakeholders to achieve customer employment goals, within the Production business services context
- Escalates risks or unresolved issues to supervisor promptly and records notes in Periscope and /or CIMs or SCOUT
- Maintains file notes to support coaching and performance management.

Accountability

- Use appropriate IT systems to maintain notes and documentation such as Scout data entry, and Periscope reports/ WC notifications
- Reports promptly all accidents and near misses to supervisor and cooperates with actions to address issues
- Follows and maintains personal and team knowledge of Aruma's Code of Conduct, policies, procedures and ensures compliance with those specific to the Business's operations (including any QMS guidelines) so the Department meet all legislative and regulatory requirements
- Assists with administrative tasks necessary for efficient communication, including maintaining appropriate documentation to the required standard
- Wears all personal protective equipment provided, making sure that all team members are utilising equipment and tools appropriately
- Performs other reasonable duties as directed by Supervisor.
- Follow safe working practices and follow detailed and precise work instructions.
- Maintain Australian Animal Welfare Standards and Guidelines.
- Maintain machinery and equipment in line with manufacturer recommendations/ specifications, and as per maintenance registers/ procedures.
- Educate and train team members in best practice of animal care
- Daily inspections of site to identify any urgent issues that require prioritising and/or require immediate attention

Innovation

- Adopts new process technology and changes to align with the changing needs of the business and customer requirements
- Makes recommendations and support management in the implementation of continuous improvements.

Additional duties for NDIS administration

- Identifies individual skillsets and allocates tasks and support within the team to leverage supported team members strengths, and collectively achieve team goals
- Assesses diverse needs and makes recommendations to improve team

productivity

- Inputs relevant Scouts notes on coaching sessions and achievement of employment outcomes, including support and data collection for NDIS requirements
- Works exclusively with supported employees through dedicated support to maximise their skillsets, personal development and assist them to achieve their pre-set goals
- Delivers scheduled and agreed employment supports including accurate ratio and frequency of supports.

Additional duties for Senior Team Leader

- Acts as relief for relevant manager when on leave or as delegated by manager
- Assists relevant manager with team rosters, leave requests and other personnel administration tasks
- Assists the relevant manager with coaching and team development
- Liaises with management to plan team activities for the week, overseeing and reporting progress on outcomes required
- Updates team SOPs and provides feedback to relevant manager on opportunities for improvements or innovation.

What you need to be successful in this role...

- A positive attitude consistent with Aruma's values and purpose, to contribute to a workplace culture celebrating diversity and continuous improvement
- Effective verbal and written communication skills
- Basic computer skills (MS Office, SharePoint)
- Sound organisational skills and ability to prioritise work of a team
- Sound negotiation skills, with the ability to resolve conflict and assess when to escalate issues
- A practical understanding of WHS requirements and working in a production environment.
- A minimum Cert III in Animal Studies/Welfare or equivalent knowledge and experience
- Knowledge of the Australian Animal Welfare Standards and Guidelines
- A high level of physical fitness to meet the manual handling and environmental requirements of the position

Skills and Experience which will make you stand out

Must have's OR Essential

- A demonstrated commitment to the Aruma's Code of Conduct
- NDIS Worker Screening Check
- Refer to Appendix for business specific requirements.

Nice to have's OR Desirable

- Formal team leadership training and/or equivalent knowledge and experience with demonstrated ability to supervise and support staff
- A Cert III qualification in Disability or related field, and/ or equivalent experience working with people with disabilities, particularly in a service provision context.

Signed: _____

Date: _____

Print Name: _____

Appendix – Business specific requirements

Aussie Biscuits

Knowledge and experience in:

Desirable

- HACCP;
- Quality management;
- Hygiene and Food Handling standards (Australian Food Standard guidelines)

Belrose and Burleigh Packaging

Knowledge and experience in:

Essential:

- Production environment

Desirable:

- Quality management