



Building Services Supervisor

Job Information Pack

This information package contains the following information:

- Employment conditions
- Position description
- Selection criteria
- Application and recruitment process

Employment Conditions

Employment basis: Permanent part-time time appointment

Hours: 22.5 hours per week Monday to Sunday. Anticipated rostering will be evening hours.

Remuneration: \$27.83 per hour (Non-Award)

Commencement: February 2018

About The Wayside Chapel

The Wayside Chapel has provided unconditional love, care and support to people on and around the streets of Kings Cross since 1964. Today, under the banner of love over hate, The Wayside Chapel strives to create a community where there is no 'us and them' by breaking down the barriers of judgment and providing a safe place where people are welcome just to be. Our community services centre, youth space and outreach service, mental health program, community cafe and our Aboriginal project are all designed to ensure the most marginalised members of our community have access to essential health, welfare, social and recreational services. Our community development program reaches out to the wider community to ensure that The Wayside Chapel is a place for people from all walks of life.



Vision: Love over hate.

Mission: Creating community with no 'us and them'.

Values (for relating to visitors)

Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Values (for relating to staff and volunteers)

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask "what facts do I not have" and "who can I talk to for reliable clarity".

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that every-one's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.



Be Kind: We do an excellent job of being kind with our visitors, lets also be kind with each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

About Wayside's Buildings and Facilities

Completed in 2012 following an eighteen-month construction, Wayside's KX building complex incorporates a new West Wing green building into the existing historic East Wing. Wayside's green building is powered with solar energy and rainwater and includes purpose built areas including a rooftop garden, chapel, commercial kitchen, community services centre and café, meeting and function rooms. The historic façade of the East Wing houses Wayside's support teams, meeting and retail spaces.

Wayside assumed management of Chapel by the Sea at Bondi on 1 July 2015, adding a further five sites to the cleaning and maintenance workload of the Building Services and Facilities Team. These sites include Chapel by the Sea itself, the Bondi Community Services Centre at Norman Andrews House, two child care facilities and additional Op Shops and commercial spaces.

About Wayside's Building Services and Facilities Team

In April 2015 The Wayside Chapel brought its cleaning and maintenance in-house, creating the Building Services and Facilities Team. Through the creation of roles for supported employees in this team, Wayside has lifted its standards for cleanliness and maintenance as well as advanced its mission to create community with 'no us and them'.

The team has undergone exponential growth since 2015 in response to taking the five additional Bondi sites into its scope of work. Reporting to the Property Coordinator, the team now comprises six workers and one full-time supervisor.

Position Description – Building Services Supervisor

Purpose of Position

The Building Services Supervisor will oversee the day to day operations of the Building Services and Facilities team – chiefly cleaning. In response to the changing needs of Wayside's Cafes and the increased regularity of food donations, the Building Services Supervisor will take responsibilities for deliveries of all Wayside resources.



Position Summary

Reporting to the Property Coordinator, the Building Services Supervisor will lead the everyday work of the team on shift and ensure that Wayside's buildings and facilities across all sites are maintained to an agreed service standard. The Building Services Supervisor will provide direct supervision of team members and basic training where required. The Supervisor will identify refinements to daily operations and work flows, and enhance the promotion of Wayside's WHS policies and procedures within the team and the wider organisation.

The Building Services Supervisor will have a core focus ensuring deliveries of all Wayside resources between sites occurs smoothly and efficiently.

Key Accountabilities & Responsibilities

Building Services

- Ensure the overall cleanliness and maintenance of Wayside's buildings and facilities is held to an agreed standard;
- Lead and supervise workers on nightly cleaning shifts at various Wayside sites as directed;
- Provide direct supervision of Building Services Workers at all times while on shift including feedback in relation to cleaning techniques and standards;
- Report any damage or maintenance requirements through established channels;
- Assist in any other building or facilities activities as directed;
- Assist Wayside staff in preparing, running and pack down after Wayside events.

Workplace Health and Safety (WHS)

- Ensure the cleaner's storage areas are kept in a clean, well-organised condition, and in compliance with WH&S;
- Follow best practice to ensure all decanted chemicals are at correct strength and labelled appropriately;
- Escalate WHS risks to the Property Coordinator and the Operations Manager;
- Actively promote health and safety, and take reasonably practicable steps to control risks, ensuring a safe workplace for visitors, staff and volunteers;
- Actively promote within the Operations team (and particularly the Building Services and Facilities team) a culture of vigilance in reporting WHS incidents and hazards;
- Comply with legislation and all Wayside WHS policies/procedures and instructions, reporting any hazards or safety issues and performing all tasks in a manner which guards against risk to self and others within the workplace.

People Management

- Provide on-shift training for team members to enhance cleaning skills and work practices and deepen understanding of WHS requirements;



- Identify training needs and collaborate with the F/T Building Services Supervisor to provide appropriate training and close skill gaps across the Building and Facilities team;
- Liaise with Pathways staff in relation to supported employees, as directed;
- Practice appropriate self-care on an individual, team and organization-wide basis;
- Promote the objectives of Wayside's Supported Employment Program by walking alongside Wayside supported staff with sensitivity to the barriers they face to open employment and celebrating their contribution to community.

Other

- Undertake training as required and directed;
- Undertake any other duties as instructed by the Property Coordinator or the Operations Manager.

Note

This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria or outcomes. It is indicative of the position. The Building Services Supervisor can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document. The Building Services Supervisor should be aware that their position within The Wayside Chapel is dynamic. The Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge and skills.

Selection Criteria

Applications must address each essential selection criteria individually. Applications which do not individually address each selection criteria will not be considered.

Essential Criteria

- Minimum Certificate III in Cleaning Operations or Certificate IV in Cleaning Management **or demonstrated equivalent experience**;
- Demonstrated experience applying best WH&S practice and willingness to work within and promote the importance of Wayside's WHS policies and procedures;
- Demonstrated experience leading a team;
- Proven ability to work independently, show initiative and achieve a high volume of work under limited supervision;
- Hold a full driver's licence;
- Willingness to work across multiple sites and mostly evening-time rostered hours;
- Willingness to work within the Wayside Chapel ethos, support its values and advance its mission.



Desirable Criteria:

- First Aid certification or willingness to obtain;
- Experience working alongside supported staff members or with disadvantaged people;
- Proficiency in Microsoft Office – particularly Word and Excel and online portal platforms.

Application and Recruitment Process

- Applicants should provide a copy of their resume, a covering letter and a written response separately addressing all the essential and desirable selection criteria by **5pm on Wednesday 21 February 2018.**
- **Applications which do not address each and every selection criteria will not be considered. Applications which only provide a cover letter or resume, or only address the selection criteria generally, will not be considered.**
- Applicants should provide two (2) work related referees with their application.
- A selection panel of three (3) people will be convened. All applications will be assessed by this panel against the essential and desirable criteria based on their resume and cover letter. Applicants who are successful at this stage will be offered an interview with the selection panel.
- Applicants with a disability should inform the convenor of the selection panel of any special requirements upon contact to arrange an interview.
- Interviews will be held in the week beginning 26 February 2018. Interviews will be approximately 30 minutes in duration.
- A short-list of successful applicants will be created. Referees will be checked at this time to substantiate information provided by successful applicants.
- An offer will be made to the successful candidate pending the satisfactory completion of a police criminal record and working with children check.
- Unsuccessful interviewees will be contacted personally and informed of the outcome of their application.
- Applications should be submitted via The Wayside Chapel's applicant portal:
<https://www.enablehr.com.au/app/portals/applicant/apply?aid=94890044-612d-4fdf-8f8d-0c52ec65f8cc>