

Human Resources

Position Description



Position Title:	Site Manager: DES
Responsible To:	Employment Region Manager DES
Location:	Employment Services Sites
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The Site Manager: DES oversees the day-to-day operations of their allocated DES site, delivering both the DES-DMS and DES-ESS contracts, including specialist psychiatric contracts, if applicable. A key feature of this position is the day-to-day management of staff and operations to maximise contractual and financial performance, along with the management of the Government authorities notice board, pending lists, Participant flow, Employment Consultants caseload numbers, and Participant exits and transfers. The Site Manager: DES will also provide expert training, support and advice to staff to maximise placements and outcomes for the site.

Personal Attributes

You will be a mature minded individual with a high level of interpersonal communication and exceptional organisational skills. You will possess liaison and negotiation skills and be able to build strong relationships with a broad range of key stakeholders. You will be a team player with the ability to show initiative and professionally represent the Organisation. You must be a flexible, outcome focused individual possessing a can-do attitude. You will possess the ability to manage staff, to provide expert advice concerning servicing Participants from a range of backgrounds, and manage complex workflows. You will also have the ability to understand complex government contracts and interpret them in the context of the site's service delivery.

Responsibilities:

The Site Manager: DES is responsible for:

People Management:

- Maintaining a flexible approach to staffing where coverage is managed across ESA's and sites, ensuring caseloads are maximised within prescribed "DMS Dominant" and "ESS Dominant" parameters
- The day-to-day management of Employment Consultants, including monitoring periods of leave, absences and high workload, and assisting with hands-on 'back up' during these times
- Contributing to day-to-day management, coordination and performance monitoring of Employment Support Consultant(s) (ESC) and Industry Specialist Consultant(s) (ISC) for the local area.
- The day-to-day management of Post Placement Support, providing fortnightly support, intervention and assistance to Participants and employers
- Conducting end of month 1:1's with Employment Consultants to discuss performance against set KPI's; contributing to the this for local ESC's and ISC's
- In conjunction with the Employment Region Manager DES, managing the day-to-day schedule of the Employment Support Consultant through daily buzz meetings and weekly planning meetings to ensure Participants and employers receive appropriate support
- Induction and training of new staff plus preparation and delivery of probationary reviews in conjunction with the Employment Region Manager DES
- Providing regular training, guidance and support to staff members
- Developing relationships with referring agencies (DHS-Centrelink, DHS-Assessors), to maximise referrals to the sites DES program
- Marketing DES services to potential Participants and community organisations to maximise referrals to DES Programs and increase active Participants at the site
- Maximising income for the site through ensuring that site KPI's for employment placements and conversion rate to 13 and 26 week outcomes are achieved
- Management of the Government authorities Diary, Notice Board, Participant flows, exits, and case load sizes
- Management of all participant transfers
- Management of timesheet processing and annual leave requests as required while ensuring that sites are staffed appropriately at all times
- Management of expenditure requests, up to \$100
- Performing the duties of site complaints officer

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- Interpreting the Government authorities Employment Services Deed and associated guidelines to ensure the efficient, profitable and legal conduct of the site's business, with the Employment Region Manager DES
- Participating, preparing and collating evidence for internal and external audits
- In conjunction with the HR Department, participating in the recruitment process for new staff as required
- Providing a high quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance
- Promoting Status and maintaining a high profile and professional company image, including the gathering and sharing of Good News Stories and Case Studies for local Participants, employers and stakeholders.
- Conducting administrative activities consistent with contractual and legislative requirements, and Status procedures
- Participating in professional development and training, as required
- Involvement and participation in Status meetings and functions, as required
- Out of hours contact for building security, and out of hours contact person for staff
- Adhering to the requirements and standards with the Organisations Quality Management System
- Any other duties as directed by the Employment Region Manager DES and/or National Operations Manager: DES

Performance Management:

- Maintaining caseloads within 5% of the minimum prescribed "DMS Dominant" and "ESS Dominant" parameters to ensure staffing resources are fully and efficiently utilised
- Maximising contract performance by fully understanding contractual obligations and performance targets set by the government authority and develop strategies to deliver on these
- Ensuring Employment Consultants are working towards sustainable quality placements that will achieve 4, 13, 26 and 52 week outcomes
- Working closely with the Employment Region Manager DES to identify and rectify any performance gaps in service delivery at each site and develop strategies for improvement
- Working closely with the Marketing Department to target and create employment opportunities for Participants and ensuring that all opportunities are followed up in a timely manner
- Working closely with the Compliance and Post Placement Support Unit to save fall outs and ensure quality outcomes are achieved
- Providing expert training, support and advice on case management matters including referrals to internal and external training programs including SEE, Job Club, DFS, WCHP, Work Ready, S2S, Worklinks and Empower programs to maximise Participants engagement and the contractual performance and financial profitability of the site
- Keeping abreast of local market trends within the ESA
- Convening and chairing fortnightly DES Case Management meetings to review performance and contract compliance, as well as sharing 'best practice' servicing of Participants

Profit Management:

- Attracting, engaging and retaining referrals to the site to generate income through service fees and maintaining market share
- Ensuring that all Participants are engaged in services and provided with quality servicing to maximise outcomes and minimise inappropriate transfers to other providers
- Commencing all Participants and taking service fees within 7 days
- Processing all 4, 13, 26 and 52 week outcomes within 14 days of becoming available
- Liaising with the Employment Support Consultants to ensure that all Ongoing Support fees attached to the site are processed in a timely manner and in accordance with the DES Deed and associated guidelines.
- Reviewing and analysing cost centre reports for their allocated site to ensure profitability is maximised
- Ensuring relevant resources and costs are controlled (where possible) at site level
- Identifying any financial deficiencies at site level and developing and implementing strategies for improvement

Quality Management:

- Ensuring contractual compliance is in accordance with the Government Authorities requirements, and is to ISO 9001 and NSDS standards
- Ensuring monthly auditing of internal job seeker files and that files are stored securely with all relevant documentation adhering to relevant legislation
- Ensuring all compliance and all service requirements are met, as per the DES Grant Agreement and associated guidelines
- With the assistance of HR and QA staff, ensure that the Organisations Quality Management System is implemented and adhered to at site and regional level to satisfy external annual auditing requirements

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Quality Standards, Regulations and Responsibilities:

The Site Manager: DES is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- The Government Authorities Contractual requirements
- The Government Authorities Code of Practice and relevant Service Guarantees
- The Government Authorities Complaints Procedure
- The Government Authorities Deed and Guidelines
- ISO 9001
- ISO 27001
- National Standards for Disability Services (NSDS)
- The Organisations Work Health and Safety System
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations

Qualifications:

- Extensive Employment Services experience in a similar role is required.
- Qualifications in Employment Services, Human Resource Management, or Training desirable but not essential.
- Qualifications in Health or Social Services is highly desirable but not essential

Key Skills/Attributes:

- Demonstrated ability to supervise and manage the performance of Employment Services staff
- Ability to interpret the Government authorities Employment Services contract and associated guidelines
- Excellent organisational skills
- Advanced communication, interpersonal and negotiation skills
- Strong positive problem solving and conflict resolution skills
- High level of business acumen as well as an understanding of profit and loss concepts
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Work Health and Safety, Privacy and Freedom of Information
- Computer literate in Microsoft Office, Outlook, internet and database systems
- An impeccable reputation for honesty, resilience, trustworthiness and fiduciary integrity
- Experience working with special needs client groups such as people with a disability, drug and alcohol dependency, homelessness, domestic violence and psychological disorders
- Knowledge and experience working with indigenous Participants and other culturally diverse backgrounds

Additional Factors:

- Driver's license is essential
- This position may require occasional attendance at meetings or training outside normal business hours
- National Police Clearance
- Working with Children Check – state based
- DCSI: Disability Employment Services Screening if working within SA
- Current COVID-19 vaccination schedule

Selection Criteria

- Highly developed communication, interpersonal and liaison skills with a strong emphasis on staff supervision and developing a high functioning team
- Extensive experience in Employment Services with proven abilities to perform roles of considerable responsibility
- Proven ability to work as part of a dynamic, targets and outcomes focussed team as well as operating autonomously
- Demonstrated ability to work with and successfully implement service delivery models