

# Human Resources

## Position Description



E9. PD-76

---

<b>Position Title:</b>	Employment Service Area Manager – IEA
<b>Accountable To:</b>	National Operations Manager – IEA
<b>Location:</b>	Employment Service Sites
<b>Hours:</b>	76 hours per fortnight but subject to organisational requirements

---

### **Position Overview**

The Employment Service Area Manager – IEA (Inclusive Employment Australia) will implement operational strategies, in accordance with the Organisations Global Service Model (GSM) and the IEA contract, that drive contractual and commercial performance within a designated Employment Service Area. This position oversees the day-to-day operations, ensures service excellence is provided to all stakeholders and that external requirements for financial probity and contractual performance requirements are met. Key features of this position are the provision of expert support and advice to operational staff to maximise contractual performance of the IEA contract.

### **Personal Attributes**

You will be a mature minded individual with a high level of interpersonal communication and exceptional organisational and leadership 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 who is able to drive performance via results driven teams with a demonstrated 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 lead and manage staff across multiple geographic locations and provide expert advice and understanding of complex Government contracts.

### **Responsibilities**

The Employment Service Area Manager – IEA responsibilities include:

#### **People Management:**

- Lead IEA teams utilising the Organisations GSM and 3PQ management model ensuring effective operational processes and systems are implemented
- Provide high quality contract knowledge, mentoring and coaching to team members as appropriate
- Create a work environment that builds a performance driven, collaborative and engaged staff culture
- Ensure operational staff in the IEA contract are effective in achieving performance expectations
- Mentor and develop the professional competencies of the IEA teams
- Identify, develop and maintain collaborative relationships with key stakeholders including BlueSky Mind Studio, Pivot Training and Workforce Connect to address non-vocational and vocational barriers for Participants
- With the assistance of Human Resource & Quality Assurance staff, recruit, induct, manage and maintain performance of Employment Services staff in the ESA.
- With the Compliance team, ensure Departmental complaints are managed in accordance with Organisational policies and procedures
- Ensure all service delivery sites are adequately resourced during periods of leave, absences or high workload as required
- Manage processing of timesheets and leave requests efficiently and effectively
- Ensure high quality service is delivered to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance

#### **Performance Management:**

- Maximise IEA contract performance by fully understanding contractual requirements and performance targets set by the Government authority
- Drive GSM collaboration to improve employment outcomes for Participants
- Manage all performance matters as they relate to the IEA Grant Agreement and associated Guidelines to ensure outcomes and performance measures are maximised to meet Departmental and Organisational scorecard data expectations

# Human Resources

## Position Description



E9. PD-76

- With the National Operations Manager – IEA, identify and develop strategies to enhance contractual performance and address performance shortfalls
- Implement strategic decisions and innovative ideas to promote superior performance of all operations within the IEA contracts
- Ensure caseloads are managed and meet minimum prescribed parameters
- Keep abreast of, and communicate, changes in the Employment Services market place which may impact delivery of services
- Provide reporting and analysis of contractual performance to the National Operations Manager – IEA and contribute to strategic and operational planning
- Convene and chair Employment Service Area meetings on a monthly basis to review performance and contract compliance

### **Profit Management:**

- Ensure sufficient Participant referrals are maximised at Employment Service Area level
- Ensure that all outcome claims are made in a timely manner and in accordance with the IEA Grant Agreement
- Manage funding streams available to ensure financial profitability of the region
- Effectively utilise Participant expenditure within the Employment Service Area
- Ensure effective budget control and expenditure for IEA sites
- Develop systems to support the team to manage labour costs that ensure sites are staffed appropriately
- Identify any financial deficiencies at Employment Service Area and contract level, and develop and implement strategies that generates improvement

### **Quality Management:**

- Ensure contractual compliance is in accordance with the Government Authorities requirements, ISO 9001 and National Standards for Disability Services (NSDS)
- Ensure Senior Employment Coaches effectively schedule and conduct auditing of internal Participant files
- Conduct administrative activities consistent with contractual and legislative requirements, and Organisational procedures
- With the assistance of Human Resource & Quality Assurance staff, ensure that the Organisations Quality Management System is implemented and adhered to at regional and site level to satisfy external annual auditing requirements
- Actively contribute as a member of scheduled senior management meetings

### **Other:**

- Promote Eighty9 Limited and maintain a high profile and professional company image
- Participate in professional development and training as required
- Involvement and participation in Status meetings and functions as required
- Out of hours contact person for staff
- Other duties as directed

### **Quality Standards, Regulations and Responsibilities**

The Employment Service Area Manager – IEA is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- Government Authority Contractual requirements
- Government Authority Code of Practice and relevant Service Guarantee
- Government Authority Complaints Procedures
- Government Authority Deed and Guidelines
- Performance and Quality Framework
- National Standards for Disability Services
- ISO 9001: 2015
- ISO 27001: 2022
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- The Organisations Work Health and Safety System
- Work Health and Safety Act 2012

# Human Resources

## Position Description

---



E9. PD-76

### **Qualifications**

- Qualifications in Employment Services, Business, Human Resource Management or Behavioural Sciences an advantage, but not essential
- Minimum 3 years' experience in Employment Services, managing operations across sites and geographical locations

### **Key Skills/Attributes**

- Demonstrated ability to manage the performance of managers and service delivery staff
- Exceptional understanding of the government funded employment programs and an ability to interpret contract requirements
- Excellent organisational skills
- Previous experience in multi-site management
- Exceptional interpersonal and collaboration skills and an ability to communicate at all levels with staff, management, stakeholders and the community
- Strong business acumen and a proven ability to achieve and exceed KPI's to meet performance and financial objectives
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Occupational Health and Safety, Privacy and Freedom of Information
- Well-developed IT knowledge and experience with capacity to work with the Government Authorities IT system
- Experience working with disadvantaged Participant groups such as people with disabilities, drug and alcohol dependency, homelessness, domestic violence and psychological disorders
- Knowledge and experience working with Indigenous Participants and Participants from culturally diverse backgrounds
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity

### **Additional Factors**

- Driver's license is essential (alternative transport means by negotiation)
- National Police Clearance prior to commencing employment
- Working with Children Check – state based
- DCSI: Inclusive Employment Australia Screening if working within SA
- This position may require occasional attendance at meetings or training outside normal business hours
- Interstate travel will be required

### **Selection Criteria**

- Highly developed communication, interpersonal and liaison skills with a strong emphasis on staff supervision and developing high performing teams
- Extensive experience in multi-site management
- 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
- Exceptional understanding of the government funded employment programs and an ability to interpret contract requirements
- An ability to encourage and ensure a quality culture for continuous improvement and facilitate best practice across the organisation