

# Human Resources

## Position Description



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<b>Position Title:</b>	Team Leader: Transition to Work (TtW)
<b>Responsible To:</b>	Employment Region Manager: Transition to Work (TtW)
<b>Location:</b>	Employment Services Site
<b>Hours:</b>	76 hours per fortnight but subject to organisational requirements

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### **Position Overview**

The Team Leader: Transition to Work (TTW) is responsible for the Transition to Work service delivery at site level in accordance with the Organisations Global Service Model (GSM) that drives contractual and commercial performance within a designated site location. This role will assume responsibility for day-to-day operations, including leading staff to ensure contractual performance at the site is maximised and Participant compliance and service delivery requirements are adhered to.

### **Personal Attributes**

This position requires a mature minded individual with a high level of interpersonal communication and organisation skills. You must be a team player that is flexible, outcome-focused and has a can-do attitude. You will possess the ability to lead and supervise multiple staff, and provide them with expert advice to assist Participants with a range of barriers into employment. You will also have the ability to understand and interpret the Workforce Australia – Transition to Work Deed 2022-2027 and associated Guidelines.

### **Responsibilities**

The Team Leader: Transition to Work is responsible for:

#### **People:**

- Lead, direct and support Link Workers to deliver services as required by the Organisations Global Services Model (GSM) ensuring effective operational processes and systems are implemented
- Ensure Link Workers are effective in achieving performance KPI's and caseload management
- Manage a caseload of Transition to Work Participants
- Monitor the quality of 30 Second Impact Resumes developed for all Participants
- Utilise Motivational Interviewing techniques to develop pathways for Participants
- Identify, develop and maintain collaborative relationships with key stakeholders including BlueSky Mind Studio, Upskill Reskill RTO and Workforce Connect to address non vocational/vocational barriers for Participants
- With the Facilitation Team, ensure 12 week Participant assessment reviews are undertaken at site level
- Monitor and refer Participants to the Empower and Link Works Program
- At site level, support and assist with the delivery of the Empower Program and Work Links Program to Participants
- Ensure the site is adequately resourced during periods of leave, absence or high work load as required
- Manage site issues and complaints in accordance with the government authority and Organisational policies and procedures
- With the assistance of the HR & QA staff, interview, recruit and induct new Transition to Work personnel as required
- With the assistance of the HR & QA staff, undertake Transition to Work staff performance and performance management reviews as required
- Manage timesheets efficiently and effectively
- Provide a high quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance

#### **Performance:**

- Maximise site performance by fully understanding contractual requirements and performance targets set by the Government authority
- Drive the GSM to improve employment outcomes for Participants
- Oversee the day-to-day operations of the Transition to Work contract
- Ensure the government authorities and Organisational Key Performance Indicators (KPI's) are met, including quality measures as defined by the government authority for Transition to Work

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- With the Employment Region Manager: Transition to Work, develop strategies and action plans to rectify and any gaps in performance and service delivery
- Provide support and advice to Link Workers on case management matters

### **Profit:**

- At site level, maximise all upfront payments in accordance with the Workforce Australia – Transition to Work Deed 2022-2027
- Maximise Transition to Work places at site level
- Effectively utilise Participant expenditure at site level
- With the Employment Region Manager: Transition to Work, develop and implement strategies that generate improvements to any financial deficiencies identified

### **Quality:**

- Ensure contractual compliance is in accordance with the Government authorities requirements, ISO 9001, Performance and Quality Framework and the Australian Privacy Principles
- With the Compliance team, facilitate Program Assurance Activity and other audits, provisioning documentary evidence for review as required
- Conduct service delivery and administrative activities consistent with contractual and legislative requirements, and Organisational process and procedures
- With the assistance of HR and QA staff, ensure that the Organisations Quality Management System is implemented and adhered to, satisfying internal and external auditing requirements
- Ensure all relevant documentation and administration is stored securely to adhere to relevant legislation

### **Other:**

- Promote Status Employment Services and maintain a high profile and professional company image
- Participate in professional development and training as required
- Involvement and participation in Status Employment Services meetings and functions as required
- Out of hours contact person for staff
- Other duties as directed by the Employment Region Manager: Transition to Work

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

The Team Leader: Transition to Work is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- Performance and Quality Framework (PQF)
- Government Authority Contractual requirements
- Government Authority Code of Practice and relevant Service Guarantee
- Government Authority Complaints Procedures
- Government Authority Deed and Guidelines
- ISO 9001
- ISO 27001
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- The Organisations Work Health and Safety System
- Work Health and Safety Act 2012

### **Qualifications**

- A minimum of 12 months experience in a case management role in Employment Services or Social Services Industry
- Qualifications in Employment Services, HR Management or Training desirable but not essential

### **Key Skills/Attributes**

- Ability to lead and support service delivery staff to meet Organisation service delivery requirements
- Demonstrated ability to build collaborative and strong relationships with a broad range of key stakeholders
- High level of understanding of government funded employment programs and an ability to interpret contract requirements

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- Excellent organisational skills, with the ability to manage own workload, identify priorities and meet deadlines
- Exceptional interpersonal skills with the ability to communicate at all levels with staff, management, stakeholders and the community
- Strong negotiation skills
- Effective problem solving and conflict resolution skills
- Ability to take initiative and maintain self-motivation
- Strong business acumen and a proven ability to work with KPI's and targets to achieve/exceed performance and financial objectives
- A professional who will ethically represent the Organisation
- 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
- Knowledge and experience working with Youth, Indigenous and other Participants from culturally diverse backgrounds
- Experience working with disadvantaged groups such as people with disabilities, drug and alcohol dependency, homelessness, domestic violence and psychological disorders
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity

### **Additional Factors**

- Drivers Licence essential
- National Police Clearance prior to commencing employment
- Working with Children Check if working
- This position may require occasional attendance at meetings or training outside normal business hours
- Covid-19 vaccination schedule

### **Selection Criteria**

- Experience in case managing Participants in the Employment Services, Social Services or allied fields
- Advanced communication, interpersonal and negotiation skills, including the ability to represent and promote Status to Industry and Government
- An understanding of government policy in the areas of unemployment, disability, mental health, social services, and vocational education & training
- A sound understanding of the issues facing job seekers, and the ability to implement complex service delivery methodologies that will maximise employment outcomes
- Proven ability to work effectively as part of a dynamic management team as well as operating autonomously