

Human Resources

Position Description



Position Title:	Employment Region Manager: Transition to Work
Accountable To:	National Operations Manager: Transition to Work
Location:	Employment Service Sites
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The Employment Region Manager: Transition to Work will implement operational strategies, in accordance with the Organisations Global Service Model (GSM), that drive contractual and commercial performance within a designated Employment Region. 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 and financial profitability of the Transition to Work contracts.

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, providing expert advice and understanding of complex Government contracts.

Responsibilities

The Employment Region Manager: Transition to Work is responsible for:

People:

- Lead Transition to Work staff utilising the Organisations Global Services Model (GSM) and 3PQ management model ensuring effective operational processes and systems are implemented
- Provide high quality contract knowledge, mentoring and coaching to the Transition to Work teams as appropriate
- Create a work environment that builds a results driven, collaborative and engaged staff culture
- Ensure operational staff in the Transition to Work contract are effective in achieving performance expectations
- Mentor and develop the professional competencies of the Transition to Work teams
- Identify, develop and maintain collaborative relationships with key stakeholders including BlueSky Mind Studio, Upskill Reskill, Workforce Connect to address non vocational/vocational barriers for participants
- With the assistance of Human Resource & Quality Assurance staff, recruit, induct, manage and maintain performance of Employment Services staff
- 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
- Provide a high quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance

Performance:

- Maximise contract performance by fully understanding contractual requirements and performance targets set by the Government authority
- Drive the GSM collaboration to improve employment outcomes for Participants
- Manage all performance matters as they relate to the Workforce Australia – Transition to Work Deed 2022-2027 to ensure outcomes and performance measures are sufficient to meet Performance and Quality Framework and Organisational expectations
- With the National Operations Manager: Transition to Work, identify and develop strategies to enhance contractual performance and address performance shortfalls

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- Implement strategic decisions and innovative ideas to promote superior performance of all operations within the Transition to Work contracts
- 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: Transition to Work and contribute to strategic and operational planning
- Convene and chair Employment Services Region meetings on a monthly basis to review performance and contract compliance

Profit:

- Ensure that all upfront payments are maximised and in accordance with the Workforce Australia – Transition to Work Deed 2022-2027
- Maximise Transition to Work places at Employment Region level
- Effectively utilise Participant expenditure within the Employment Region
- Ensure effective budget control and expenditure for Transition to Work sites
- Develop systems to manage labour costs that ensure sites are staffed appropriately
- With the Finance Department, review and analyse cost centre reports against budgets to maximise profitability
- Identify any financial deficiencies at site and ER level, and develop and implement strategies that generate improvement

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

Other:

- Promote Status 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 Region Manager: 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 and Work Health and Safety Act 2012

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

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Key Skills/Attributes

- Demonstrated ability to lead and manage the performance of service delivery staff across sites and geographical locations
- Demonstrated ability to build collaborative and strong relationships with a broad range of key stakeholders
- Exceptional understanding of the government funded employment programs and an ability to interpret contract requirements
- Excellent organisational skills, able to manage own workload, identify priorities and meet deadlines
- Exceptional interpersonal skills and an ability to communicate at all levels with staff, management, stakeholders and the community
- Advanced communication, interpersonal and negotiation skills
- Strong positive problem solving and conflict resolution skills
- Demonstrated ability to take the 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
- Demonstrated ability to show initiative, and to professionally and 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 Participants and other 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

- Driver's license is essential
- National Police Clearance prior to commencing employment
- Working with Children Check
- This position may require occasional attendance at meetings or training outside normal business hours
- Current COVID-19 vaccination schedule
- Interstate travel will be required

Selection Criteria

- Highly developed communication, interpersonal and liaison skills with a strong emphasis on staff leadership and developing high performing teams
- Extensive experience in Employment Services with proven abilities to perform roles of considerable responsibility
- Proven ability to work collaboratively 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