

Human Resources

Position Description



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

Position Overview

The Assistant Employment Region Manager Transition to Work will work closely with the Employment Region Manager to assist with the implementation and success of operational strategies, in accordance with the Organisations Global Service Model (GSM), that drive contractual and commercial performance within a designated Employment Region. This position is responsible for leading a team of Mentors, including day-to-day operations across all locations, ensuring service excellence is provided 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 performance as well as undertake Employment Regional Manager responsibilities in periods of absence.

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, motivate and manage staff across multiple geographic locations, providing expert advice and understanding of complex Government contracts.

Responsibilities

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

People:

- Assist in leading the Transition to Work staff utilising the Organisations Global Services Model (GSM) and 3PQ management model ensuring effective operational processes and systems are implemented
- Lead, direct and support a team of Mentors to deliver quality services as required by the GSM to maximise contractual performance
- Ensure Mentors are effective in achieving performance KPI's and caseload management
- Provide direction, support and mentoring to Team Leaders to ensure the efficient and effective execution of their roles
- Mentor and develop the professional competencies of the Transition to Work teams
- Assist in creating and maintaining a work environment that builds a results driven, collaborative, positive, interactive and engaged staff culture
- Identify, develop and maintain collaborative relationships with key internal and external stakeholders including BlueSky Mind Studio, Pivot Training and Workforce Connect
- With the assistance of Human Resource & Quality Assurance staff and the Employment Region Manager: Transition to Work, recruit, induct, manage and maintain performance of Transition to Work staff
- With the Compliance team and Employment Region Manager: Transition to Work, 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
- Assume responsibilities for the Employment Region Manager: Transition to Work and Team Leader roles during periods of absence
- 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

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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 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 Employment Region Manager: Transition to Work, identify, develop and implement strategies to enhance contractual performance and address performance shortfalls
- Identify, develop and implement innovative ideas to promote superior performance of all operations within the Transition to Work contract
- Assist with the implementation, monitoring and review of strategies to ensure operational staff in the Transition to Work contract are effective in achieving performance expectations
- Keep abreast of, and communicate, changes within Employment Services and the Local Labour Market which may impact delivery of services, updating training materials in collaboration with the Performance Mentor and Trainer
- Provide reporting and analysis of contractual, and Mentor team performance and contribute to strategic and operational planning
- Convene and chair Mentors meeting on a monthly basis to review performance and contract compliance
- Supervise day to day business operations and perform management and administrative tasks as support to Employment Region Manager: Transition to Work

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 Funded Places at Employment Region level
- Effectively utilise Participant expenditure within the Employment Region
- Support in ensuring effective budget control and expenditure for Transition to Work sites
- With the Finance Department and Employment Region Manager: Transition to Work, review and analyse cost centre reports against budgets to maximise profitability
- Identify financial deficiencies at site and Employment Region level, and develop, implement, monitor and review 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 and Employment Region Manager: Transition to Work, 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 Employment Region Manager: Transition to Work, 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
- The Government authority Contractual requirements
- The Government authority Code of Practice and relevant Service Guarantees
- The Government authority Complaints Procedure

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- The Government authority Deed, Agreement and Guidelines
- ISO/IEC 27001:2013 Information Security Management System
- ISO:9001 Quality Management System
- The Organisations Work Health and Safety System
- Work Health and Safety Act
- Relevant Commonwealth and State legislation
- Appropriate Authority Guidelines
- Relevant legal, professional and ethical obligations

Qualifications

- Qualifications in Employment Services, Business, Human Resources 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 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 and ability to interpret government funded Employment Services programs
- Exceptional organisational skills, able to manage own workload, identify priorities and meet deadlines
- Exceptional interpersonal skills and ability to communicate at all levels with staff, management and stakeholders
- Advanced communication, problem solving, negotiation and conflict resolution skills
- Demonstrated ability to take the initiative and maintain self-motivation with minimal direction
- Strong business acumen and a proven ability to work with KPI's and targets to achieve 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 prior to commencing employment
- This position may require occasional attendance at meetings or training outside normal business hours
- Current COVID-19 vaccination schedule
- Interstate travel may 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 across broad geographic locations
- 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