

Human Resources

Position Description



Position Title:	Site Manager: Transition to Work (TtW)
Responsible To:	Employment Region Manager: Transition to Work (TtW) and/or National Operations Manager: Transition to Work (TtW)
Location:	Employment Services Sites
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The Site Manager: Transition to Work oversees the day-to-day operations of their allocated Transition to Work (TtW) site, delivering the requirements of TtW contract. A key feature of this position is the day-to-day leadership and management of staff and operations to maximise contractual and financial performance. The management of the government authorities notice board, pending lists, Participant flow, Link Workers caseload numbers, and Participant exits and transfers is vital. The Site Manager: TtW will also provide expert training, support and advice to staff to maximise employment and education placements and outcomes for the responsible sites.

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. Your ability to manage staff, provide expert advice concerning servicing Participants from a range of backgrounds, and manage complex workflows is crucial, alongside your capacity to understand complex government contracts and interpret them in the context of site service delivery.

Responsibilities:

The Site Manager: Transition to Work is responsible for:

People Management:

- Day-to-day leadership and management of Link Workers and Industry Specialist Consultants (ISC), including performance management, monitoring periods of leave, absences and high workload, and assisting with hands-on 'back up' during these times
- Conduct end of month 1:1's with Link Workers and Industry Specialist Consultants to ensure performance against set KPI's is achieved
- In conjunction with the Assistant Employment Region Manager TtW, manage the day-to-day schedule of the Post Placement Support Mentors and Youth Peer Mentors through daily buzz meetings and weekly planning meetings to ensure Participants and employers receive appropriate levels of support and guidance
- 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 probation and performance management reviews as required
- Provide regular training, guidance and support to Transition to Work staff
- Develop relationships with referring agencies (DHS-Centrelink, DHS-Assessors, employment services providers), to maximise referrals to the sites TtW program
- Manage timesheet processing and annual leave requests as required while ensuring the site is staffed appropriately at all times
- Provide a high-quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance

Performance Management:

- Manage the Government authorities Diary, Notice Board, Participant flows, exits, transfers and caseload allocation
- Market Transition to Work services to potential Participants and community organisations to maximise referrals to Transition to Work Program and increase active Participant caseload at the site
- Maximise contract performance by fully understanding contractual obligations and performance targets set by the government authority and develop strategies to deliver on these

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- Day-to-day management of Post Placement Support, providing fortnightly support, intervention and assistance to Participants and employers
- Ensure Link Workers are working towards sustainable quality employment and education placements that will achieve 12 and 26 week outcomes
- Work closely with the Employment Region Manager: TTW or National Operations Manager: TtW to identify and rectify any performance gaps in site service delivery and develop strategies for improvement
- Work closely with the Compliance and Post Placement Support Unit to save fall outs and ensure quality outcomes are achieved
- Provide expert training, support and advice on case management matters including referrals to internal and external training programs including SEE, BlueSky Mind Studio and NDIS programs to maximise Participant engagement and the contractual performance and financial profitability of the site
- Keep abreast of local market trends within the Local Labour Market region
- Convene and chair fortnightly TTW Case Management and site meetings to review performance and contract compliance, as well as sharing 'best practice' servicing of Participants

Profit Management:

- Attract, engage and retain referrals to the site to generate income through funded place fees
- Ensure that all Participants are engaged in services and provided with quality servicing to maximise outcomes and minimise inappropriate transfers to other providers
- Commence all Participants within 10 days of referral
- Process all 12 and 26 and outcomes as soon as claim is available
- Maximise income for the site through ensuring that site KPI's for employment and education placements and conversion rate to 12 and 26 week outcomes are achieved
- Manage expenditure requests, up to approval limits
- Ensure relevant resources and costs are controlled (where possible) at site level
- Identify any financial deficiencies at site level and develop and implement strategies for improvement

Quality Management:

- Ensure contractual compliance is in accordance with the government authorities requirements, and is to ISO 9001 and ISO27001 standards
- Undertake monthly auditing of internal Participant files and ensure files are stored securely with all relevant documentation adhering to relevant legislation and compliance
- Ensure all compliance and service requirements are met, as per the Transition to Work deed and associated guidelines
- With the assistance of HR and QA staff, ensure that the Organisations' Quality Management System (QMS) is implemented and adhered to at site level to satisfy internal and external annual auditing requirements
- Interpret the government authorities Transition to Work Deed and associated guidelines to ensure the efficient, profitable and legal conduct of the site's business, with the Employment Region Manager: TtW and/or National Operations Manager: TtW
- Participate, prepare and collate evidence for internal and external audits
- Conduct administrative activities consistent with contractual and legislative requirements, and the Organisations policies and procedures
- Adhering to the requirements and standards with the Organisations' Quality Management System
- Promote Eighty9 and maintain 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.

Other

- Participate in professional development and training, as required
- Involvement and participate in Eighty9 meetings and functions, as required
- Out of hours contact for building security, and out of hours contact person for staff
- Perform the duties of Site Safety Coordinator and Site Complaints officer
- Any other duties as directed by the Employment Region Manager TtW and/or National Operations Manager: Transition to Work

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Quality Standards, Regulations and Responsibilities:

The Site Manager: Transition to Work 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
- Performance and Quality Framework
- 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 lead, supervise and manage the performance of Employment Services staff
- Ability to interpret government authority contract, deeds 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
- Computer literate in Microsoft Office, Outlook, internet and database systems
- An impeccable reputation for honesty, resilience, trustworthiness and fiduciary integrity
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Work Health and Safety, Privacy and Freedom of Information
- 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 – as per state legislative requirements

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