

# Human Resources

## Position Description



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<b>Position Title:</b>	Partnerships Manager: Workforce Connect
<b>Responsible To:</b>	National Operations Manager: Workforce Connect
<b>Location:</b>	Eighty9-Limited Sites
<b>Hours:</b>	76 hours per fortnight but subject to organisational requirements

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### **Position Overview**

The Partnerships Manager: Workforce Connect identifies opportunities to promote the Organisation and our business brands such as Status, BlueSky Mind Studio and Impacteight to drive growth of Participants within the Organisation in addition to exploring opportunities to further grow the Organisations footprint. The Partnerships Manager: Workforce Connect will work across key contract areas within the Organisations *Global Service Model (GSM)* to develop and maintain key partnerships. Contributing to the contractual and financial success of the Organisation, the Partnerships Manager will effectively market Eighty9 Limited and its brands to meet industry, sector and employer workforce needs.

### **Personal Attributes**

You will be a mature minded individual with highly developed sales, interpersonal communication and organisational skills. You will possess marketing, liaison and negotiation skills and be able to build strong relationships with a broad range of key stakeholders while professionally and ethically representing the Organisation. You must be self-motivated to positively grow the impact of Eighty9 Limited. You must be a flexible, outcome-focused individual possessing a strong can-do attitude.

### **Key Responsibilities**

The Partnerships Manager: Workforce Connect is responsible for:

#### **People:**

- Develop and maintain a network of key stakeholders in community, schools, employment services and with relevant local, state and government departments
- Create a work environment that builds a results driven, collaborative and engaged staff culture
- Identify, develop and maintain collaborative relationships with key internal stakeholders across the Organisations brands
- Provide high quality contract knowledge, mentoring and coaching to the Workforce Connect Industry Specialist Consultant team and others as required

#### **Performance:**

- Maximise Organisational contracts performance by fully understanding contractual requirements and performance targets set by the Government authority
- Canvas large key employers and develop relationships for suitable employment, apprenticeship, traineeship and growth opportunities.
- Market Status RTO training programs to key stakeholders and facilitate direct collaboration between employers and the RTO
- Effectively market BlueSky Mind Studio services to key stakeholders to promote Allied Health, Wellbeing and employment related initiatives to meet the divisional objectives. This includes maintaining a working knowledge of the NDIS and related fields.
- Implement strategic decisions and innovative ideas to promote superior performance of all operations within the Organisation.
- Keep abreast of, and communicate, changes in the Employment Services and local labour market which may impact performance
- Provide reporting and analysis of individual performance to the National Operations Manager: Workforce Connect and contribute to strategic and operational planning

#### **Profit:**

- Maintain a high level of accurate record keeping and administration of key activities and initiatives to an appropriate standard commensurate with the role

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- Contribute to the increased future profitability of the organisation through strategically analysing the local labour and commercial markets to optimise future opportunities.
- With the National Operations Manager: Workforce Connect, develop and implement strategies to generate improvements to any identified financial deficiencies

### **Quality:**

- Maintain a high level of accurate record keeping and administration of key activities and initiatives to an appropriate standard commensurate with the role
- 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 Eighty9-Limited and associated Brands, maintaining a high profile and professional company image
- Participate in professional development and training as required
- Involvement and participation in Eighty9-Limited meetings and functions as required
- Other duties as directed by the National Operations Manager: Workforce Connect

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

The Partnerships Manager: Workforce Connect is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- The government authority Contractual requirements and specifications
- The government authority Code of Practice and relevant Service Guarantees
- The government authority Complaints Procedures
- ISO/IEC 27001:2023 Information Security Management System
- ISO:9001 Quality Management System
- National Standards for Disability Services
- NDIS Practice Standards and Quality Indicators
- Performance and Quality Framework
- Work Health and Safety Act 2012
- The Organisations Work Health and Safety System
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations

### **Qualifications:**

- A history of success in account management in a commercially competitive environment is essential
- Experience in developing and coordinating business development activities is desirable

### **Key Skills/Attributes:**

- 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 initiative and maintain self-motivation

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- 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
- Able to lead by example and achieve outstanding sales results
- Able to build positive relationships with management, HR and senior staff across a range of industries, local government and the not for profit sector

### **Additional Factors:**

- Driver's license is essential
- National Police Clearance
- Working with Children Check
- NDIS Worker Screening Clearance
- This position may require occasional attendance at meetings or training outside normal business hours
- Current COVID-19 vaccination schedule

### **Selection Criteria**

- Highly developed sales, interpersonal and business development skills that are effective in winning business and maintaining long-term relationships with key stakeholders
- 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 understanding of the role that training and employment plays in moving disadvantaged people towards employment
- A sound understanding of the attitudinal barriers that potential employers and key stakeholders may have toward people who are unemployed or from disadvantaged groups and the ability to address these concerns.