

## Mission Australia

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About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

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## Position Details:

Position Title:	Regional Leader
Division:	Service Delivery
Reports to:	State Leader, Regional NSW, West
Direct Reports & Geographic coverage:	<p>A combination of Area Managers and Program Managers within the Murrumbidgee and Southern NSW Service Delivery areas will be reporting to this role.</p> <p>There is currently one Area Manager and seven Program Managers in this region.</p>
Position Purpose:	<p>Responsible for leading the Murrumbidgee and Southern NSW Service Delivery team and for the safety, performance, operation and contract compliance within this region. Leads staff engagement and oversees workforce planning and resource management for the region and contributes to contract negotiation where applicable to qualify pipeline opportunities. Represents Mission Australia within the region, building a presence with regionally based government, funder and corporate stakeholders.</p> <p>As part of the Murrumbidgee and Southern NSW team, this role collaborates with other leaders on planning, performance monitoring and driving continuous improvement.</p>

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## Position Requirements (What are the key activities for the role?)



<p><b>Key Result Area 1</b></p>	<p><b>Operational &amp; Contractual Performance</b></p>
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>• Lead the Murrumbidgee and Southern NSW region service delivery operations ensuring the quality and safety of all service.</li> <li>• Oversee contract performance and compliance</li> <li>•</li> <li>• Work closely with the State Leader to drive the region’s strategic direction, operational excellence and compliance, workforce planning and business development</li> <li>• Manage contract negotiations where applicable for the Murrumbidgee and Southern NSW region and ensure contract commitments made are achievable with the resources that are available and the time constraints that have been given</li> <li>• Lead resource planning and management for Service Delivery in the Murrumbidgee and Southern NSW area</li> <li>• Work with the Mission Australia Risk and Assurance team to manage risk and ensure compliance of all services delivered in the area</li> <li>• Coordinate tendering for new services working collaboratively with the Business Development team.</li> <li>• Review and edit tenders to ensure accuracy and effective coordination of budgets for each of the programs in the region ensuring that all contractual and funding obligations are met</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>• All contractual targets are met and reporting obligations are satisfactorily maintained</li> <li>• All applicable tender opportunities are considered, with tender-writing completed within the required timeframe and to a high standard</li> <li>• All tender-writing is completed in conjunction with the Mission Australia Business Development team</li> <li>• Funding agreement obligations are met and all budgeting for programs is accurate and in-line for contractual obligations</li> <li>• Budgeting and forecasting is completed in partnership with the Regional and National Accounts teams</li> </ul>
<p><b>Key Result Area 2</b></p>	<p><b>Stakeholder Relationships</b></p>
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with other service delivery managers as well as the Standards, Innovation &amp; Practice team to drive consistency in the delivery of programs in the Murrumbidgee and Southern NSW area</li> <li>• Support the State Leader in shaping service offerings and work towards delivering contractual requirements</li> <li>• Build and maintain relationships with external stakeholders including government departments, not-for-profit, funding bodies</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>• The Standards, Innovation &amp; Practice team are involved with consistent delivery of services in the area</li> <li>• Relationships are created and maintained with relevant stakeholders in the Murrumbidgee and Southern NSW area in order to further the reach of the Service Delivery teams</li> <li>• Regular and active roles in regionally based committees is maintained and a minimum of two membership bodies are joined</li> </ul>

<p>and corporate stakeholders within the Murrumbidgee and Southern NSW area</p> <ul style="list-style-type: none"> <li>• Maintain an active role in program-related, regionally based committees and membership bodies</li> </ul>	
<b>Key Result Area 3</b>	<b>People Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Ensure a high level of staff engagement by creating a positive, committed and performing culture.</li> <li>• Demonstrate leadership across the Murrumbidgee and Southern NSW area and effectively manage regional staff including the development and coaching of Area and Program Managers</li> <li>• Liaise with the State Leader to design and implement workforce planning initiatives with support from the Mission Australia HR team</li> <li>• Implement the Mission Australia Strategy and NSW Business Plan, and encourage direct reports to do the same</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from staff indicates they are engaged and supported.</li> <li>• Direct reports are provided sufficient support and leadership particularly in areas of development and training</li> <li>• Staffing and recruitment is maintained as contractually required by the funding bodies and in discussion and the State Leader and Mission Australia's HR team</li> </ul>

## Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

## Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Lead and actively promote a youth and child safe organisation by adhering and promoting the MA Child Safe Organisation policy and guidelines
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Significant experience in leading human service operations with a minimum of 7 years senior leadership experience
- Experience in leading geographically dispersed teams across multiple service offerings and sites
- Demonstrated track record in delivering quality service outcomes that meet community need
- Demonstrated capability in effectively managing large budgets from multiple funding sources
- Ability to build effective stakeholder relationships, including community, not for profit, government and corporate stakeholders
- Exceptional communication and interpersonal skills and experience, together with the ability to advocate and influence stakeholders to achieve desired outcomes
- Experience in people management and professional development of others
- Demonstrated commitment to community and social outcomes and a personal alignment with the culture and values of Mission Australia
- Tertiary qualification in social work, psychology, mental health or related field, along with evidence to a commitment of own leadership development.

### Key challenges of the role

- Leading Area and Program Managers while supporting their training and development requirements
- Leading teams across geographically dispersed areas.
- Submitting tender applications effectively and to a high standard
- Accurately budgeting and forecasting for funded programs and staying within those contractual confinements

### Compliance checks required

Working with Children

National Police Check

Vulnerable People Check

Drivers Licence

Other (prescribe)  \_\_\_\_\_

### Approval

Manager name

Approval date