

Mission Australia

About us: Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.

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. Together we stand with Australians in need, until they can stand for themselves.

Purpose: Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

*“Dear children, let us not love with words or speech but with actions and in truth.”
(1 John 3:18)*

Values: Compassion Integrity Respect Perseverance Celebration

Goal: To reduce homelessness and strengthen communities.

Position Details:

Position Title: Employment Programs Service Support Officer

Division: Community Services

Reports to: National Manager, Employment Programs

Position Purpose: The Employment Programs Support Officer will be responsible for the administration and supporting the relationship of national government funder contracts for service delivery. This role will also support, lead and drive performance initiatives, compliance activities to ensure contractual and service obligations are met for those contracts in MA’s delivery of services.

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

Key Result Area 1	Contract Coordination
Key tasks	Position holder is successful when
Action and coordinate tasks associated with national programs, including but not limited to: <ul style="list-style-type: none"> • Action funder requests in a timely manner • Coordination of communication, compliance, and performance monitoring tasks 	<ul style="list-style-type: none"> • Routine engagements with funders are well coordinated and coherent. • Communication protocols with funders are in place and operating effectively. • Service delivery is aware of their contractual obligations and of communications from funding bodies in relation to those contracts.



<ul style="list-style-type: none"> • Coordination of service reporting to funders in relation to national programs, and in accordance with agreed MA processes. • Communication of changes in obligation or requirements of variations to MA Program Managers 	<ul style="list-style-type: none"> • Funders are provided excellent customer service and have all the information they need • Service Delivery understand and comply with their contract requirements • Tasks are completed accurately within given timeframes • Quality information and/or reports are submitted or shared both internally and externally • Conducting Audit checks for all employment programs on a daily basis
<p>Key Result Area 2</p>	<p>Communication and Relationships</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Develop and maintain strong, collaborative relationships with key stakeholders such as Service Delivery frontline management and staff including the following <ul style="list-style-type: none"> • MA Program Managers and their teams • MA Program Reference Groups for Employment programs • Relevant Practice Leadership teams, including Service Performance and Policy & Practice Support. National MA support teams 	<ul style="list-style-type: none"> • You make positive contact with MA Program Managers and stake holders • EPSSO is able to gain insight and share information through relevant PRGs; and to link Operations teams with relevant MA support functions. • Knowledge and information is shared effectively to support service excellence and rollover of contracts • Communicating with National Employment Programs Team in regards to The Departments Assurance Programs and Random Rolling Samples
<p>Key Result Area 3</p>	<p>Participate in cross functional teams</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Participate in relevant cross-functional teams, as they relate to particular service streams, programs or individual services, and actively identify areas for improvement. • Apply your skills, knowledge and experience within the cross-functional team to enable creative thinking and problem 	<ul style="list-style-type: none"> • There is a demonstrated contribution to the achievement of client and business outcomes through specific improvement initiatives initiated by cross-functional teams. • The improvement initiatives are implemented through cross-functional teamwork, leveraging existing capability within Practice Leadership and in consultation with other contributors across Mission Australia. • Administrative work as required



solving in a collaborative multi-disciplinary manner.	
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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;
- 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

- Relevant Qualifications in community or employment sector
- 2-4 years' experience in a relevant sector
- Proven ability to build strong, respectful relationships
- Strong communication and presentation skills and proven ability to communicate clearly and effectively
- Excellent written skills and ability to maintain accurate records of activity
- Ability to understand and interpret contracts
- Ability to critically evaluate business practice and performance data

Key challenges of the role

- Time management
- Maintaining excellent relationships
- Resolving difficult issues

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>	
National Police Check		<input checked="" type="checkbox"/>
Vulnerable People Check		<input type="checkbox"/>
Drivers Licence	<input type="checkbox"/>	
Other (prescribe)		<input type="checkbox"/> _____

Approval

Lily Jin – National ES Manager

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