

**Position Description**  
**Position title: Service Design Adviser**

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| **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 Collaboration |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:**  Position Title: Service Design Adviser | |
| Division: | Service Delivery |
| Reports to: | National Manager, Impact & Analysis |
| Position Purpose: | To design and develop services to reduce homelessness and strengthen communities; responding to changing client and sector needs and collaborating across MA to design or redesign appropriate, effective and evidence-based service responses. |
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**Position Requirements (What are the key activities for the role?)**

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| |  |  | | --- | --- | | **Key Result Area 1** | **Service Design** | | **Key tasks** | **Position holder is successful when** | | Design new and refined service models to reduce homelessness and strengthen communities; which are financially and organisationally sustainable to deliver. | New service models are re/designed to reduce homelessness and strengthen communities; are budgeted with an appropriate contribution margin; and are mapped to an identified revenue stream. | | **Key Result Area 2** | **Service Design Pipeline** | | **Key tasks** | **Position holder is successful when** | | Critically review and re-design existing service models to ensure financial viability, alignment with policy and funding frameworks and for greater client and community impact. | Re-designed services are fully implemented and are financially viable,, better aligned with policy and funding frameworks and/or deliver greater client and community impact.. | | **Key Result Area 3** | **Service Growth** | | **Key tasks** | **Position holder is successful when** | | Develop new service design models to support tender and implementation.  Grow the value of MA services informed by new service design.  Provide SME support to the Opportunity Development team in the preparation of opportunity assessments for Business Gateway meetings and tender applications related to new service models.  Provide SME support to Account Managers (Govt and Corporate) in the preparation of unsolicited bids based on new service models. | Business Gateway consideration of tender applications includes new service models developed by Service Design Team.  Tenders are based on new service models developed by Service Design Team, including financial modelling and evidence base.  Unsolicited bids by Account Managers (Govt and Corporate) are made for new service models developed by Service Design Team, including financial modelling and evidence base.  Tender applications and unsolicited bids based on new service design models are successful, resulting in growth for MA in service delivery.  New business (based on new service design models) increases as a proportion of revenue in budget and reflected in actuals.  There is an increase in the tender success rate, related to new models, and an increase in contract renewals and rollovers, related to new models and refinements. | | **Key Result Area 4** | **Service Development** | | **Key tasks** | **Position holder is successful when** | | Articulate Mission Australia’s existing service designs including service purpose, need, intervention approach and evidence base, operations, financial models and program logic, to support decision making, advocacy and growth opportunities.  Adapt and collate existing materials to effectively capture and communicate existing service models for a variety of internal and external audiences. | Service models inform decision making and funder interaction by Account Managers (Government and Corporate) and external marketing and client promotion are informed by captured service models. | | **Key Result Area 5** | **Collaboration** | | **Key tasks** | **Position holder is successful when** | | Inform service design and development through collaboration with other business units across MA, and in particular the Opportunity Growth team and Client & Community Partnerships team.  Leverage evidence and expertise within MA to inform service design and development, including validation.  Identify means by which experts in service delivery can collaborate in service design and development.  Collaborate across MA to identify client, service, sector and funder need.  Collaborate across MA to identify opportunities for service model refinement and design, based on performance or innovation.  Leverage organisational networks and expertise to inform strategic growth opportunities in emerging fields. | New tenders and opportunity pipeline reflect knowledge, experience and expertise from across MA business units, particularly expert practitioners.  There are no surprises for other MA business units in opportunities presented to Business Gateway Meeting for new service models.  Client feedback is routinely collected and analysed and informs service design and delivery.  Mission Australia has a good understanding of emerging sector trends, and client need. | | |
| **P**  **U 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**

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| **Qualification, knowledge, skills and experience required to do the role** |
| * Approximately 5 years’' experience in community services, community development, service design or business development * Proven ability to synthesise and analyse complex information from a range of sources and subject matter experts * Strong written communication skills and proven ability to communicate complex ideas clearly and effectively * Ability to critically evaluate business practice and performance data * Proven ability to build strong, respectful and robust relationships, and to collaborate effectively |
| **Key challenges of the role** |
| * Deals with ambiguity and complexity, and is able to work independently and in changing circumstances. * Building sustainable and rigorous relationships to leverage expertise and ensure constructive and comprehensive validation of service models. * Builds trust with expert practitioners and researchers in MA services. * Demonstrates enthusiasm to share common goals and take people on a journey * Is open and accountable for clear, measurable targets and goals and is able to manage multiple projects to completion and implementation. |

**Compliance checks required**

**Working with Children**

**National Police Check**

**Vulnerable People Check**

**Drivers Licence**

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

**Approval**

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| **Manager name** | TAMARA PARARAJASINGHAM | **Approval date** | 30 JUNE 2016 |