

Mission Australia

About us	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain 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>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</p>
Values	Compassion Integrity Respect Perseverance Celebration
Goal	To reduce homelessness and strengthen communities.
Position title	DES Program Manager
Classification	
Employment type	Full Time Permanent
Responsible to	Area manager/ Regional leader (delete as appropriate)
Responsible for	The management of the Disability Management Service within a designated region to ensure the efficient provision of all aspects of the Program to Mission Australia clients.
Position Purpose	The DMS Program Manager will manage, support and develop staff, systems and resources to deliver continuous improvement in DMS program quality and scope. This role will provide the organisation with a management position accountable for the specific requirements of the DMS service, responsible for meeting targets, goals and outcomes relating to the program.
Key Challenges	<ul style="list-style-type: none">• Undertake proactive identification of, and networking with all stakeholder groups including but not limited to clients, community agencies, funding providers, local government, and advocacy groups;• Prepare reports and accompanying analysis for both internal and external audiences, ensuring compliance with program reporting protocol;• Providing specialist support to the business in relation to DMS program management and development; and• Ensure the business delivers DMS in full compliance with legislative, contractual and organisational requirements.• Meeting all program targets and KPI's

Position Requirements

Key Result Area 1 Management of service and staff

Key tasks

- Adherence with National Standards for Disability Services
- Have a comprehensive understanding of the DMS model in order to lead staff to ensure compliance against the contract and achieve program KPI's;
- Comprehensively induct staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures;
- Coordinate recruitment of staff as necessary in line with Mission Australia Policy and procedure. Compliance and currency of: National Police History Checks, Working with Children Checks, Working with Vulnerable People Checks and other checks as required;
- Identify ongoing staff training and development needs through monthly supervision with staff;
- Provide line management with high level support in order to meet organisational outcomes. Provide support to area and regional managers in their understanding of the program parameters and deliverables;
- In collaboration with your line manager manage staff to meet strategic objectives and operational goals in line with Mission Australia's strategic plan;
- Monitor and review staff to caseload ratios to ensure correct staffing levels are maintained;

Position holder is successful when

- Staff are 100% compliant with organisational, legislative and contractual obligations ensuring there are no critical breaches of policy or procedure;

Feedback is collated and used to inform a continuous quality improvement approach to meeting the needs of individual services and corporate partners receiving positive feedback received from services, corporate partners and job seekers;
- Regional management fully informed of performance and proposed development for DMS;
- Demonstrated active and collaborative relationship with staff as individuals and as teams, evidenced by individuals and teams exceeding targets and providing exemplary customer service;
- Service collects and manages comprehensive data and information pertaining to clients , placements and outcomes;
- Staff annual performance reviews are completed in a timely and professional manner;
- Positive relationships between staff and clients are fostered and demonstrated through feedback from individuals, through audits and or annual certification;
- Meets service standards, targets and KPIs.

- Assess and manage Workplace, Health and Safety risks;
- Drives service performance to meet contractual and business requirements.

Key Result Area 2 Community Engagement

Key tasks

- Coordinate networking events to meet the needs of key stakeholders;
- Facilitate and support Employment Advisors sales development as part of their role;
- Support the business to increase its engagement with employers;
- Promote innovative approaches to networking and partnership management;
- Promote the Mission Australia brand and service scope internally and externally (as appropriate).

Position holder is successful when

- Increased local network of businesses prepared to take placement of clients;
- Increased community awareness of the DES DMS program;
- New and innovative opportunities for business partnerships are identified, offered and engaged with;
- DMS is promoted regularly via My Mission, the Mission Australia website and other online mediums as deemed appropriate;
- Promote and drive understanding and engagement both internally and externally of the DMS service.

Key Result Area 3: Performance, Compliance and Auditing

Key tasks

- Meet all program targets and KPI's;
- Financial management at all sites including development of annual and bi-annual budgets within funding guidelines, and authorisation of service expenditure;
- Support the business to meet its financial legislative, contractual and organisational obligations;
- Prepare reports and provide both internal and external analysis;
- Complete self-audit activities to ensure program compliance and support National Office with its performance and compliance activities.

Position holder is successful when

- Individual sites meet their targets and KPI's as stipulated by Mission Australia;
- Individual services meet their legislative, contractual and organisational obligations pertaining to Clients and their support evidenced in service audit results;
- Service achieves all goals and standards as stipulated in contract;
- Service exceeds identified goals as part of standards of practice;
- Timely, accurate reporting submitted internally and to department;
- Comprehensive risk assessments are maintained and reviewed;
- Service audits are conducted as per audit schedule and aligned with organisational

processes;

- All financial requirements are completed within acceptable timeframes (i.e. invoicing, payments being received);
- Be viewed as a subject matter expert in relation to DMS.

Key Result Area: 4 Relationship Management

Key Tasks

- Work with People Leaders (Regional Leaders, Area Managers and Program Managers) and other appropriate employees to effectively establish and expand the local and regional network and effectiveness of the DMS program;
- Work collaboratively with the National Corporate Partnerships team to ensure the effective and successful engagement of Mission Australia's corporate partners in DMS;
- Work collaboratively with internal stakeholders on the implementation of the strategic plan;
- Effective management of relationships with Mission Australia's local and regional partners;
- Develop strategic relationships with key internal and external stakeholders to facilitate the enhancement of the Mission Australia brand.

Position holder is successful when

- Positive feedback received from people leaders, employees and corporate partners;
- Mission Australia's brand is enhanced evidenced through positive feedback received from Partners in relation to communication, collaboration and effective and successful management of circumstances and support relative to DMS clients;
- Percentage increase in the number of businesses in the local network;
- Corresponding percentage increase in the number of client placed in services;
- Expanding list of business network and evidence of proactive maintenance of same by all of local team.

Purpose and Values Requirements

- 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

Knowledge, skills and experience – essential

- Relevant tertiary qualifications in a demonstrably related field.
- Recent experience managing Disability Employment Services – Disability Manager Services (Desirable)
- 5 years demonstrated and evidenced experience and achievements in NFP/NGO management including:
 - Team leadership
 - Meeting KPI's and Targets
 - Legislative interpretation
 - High level stakeholder management
 - Funding contract interpretation and implementation
 - Current Driver's License

Competencies

- Capacity to convey information to influence, guide, and mentor staff
- Capacity to read and interpret legislation
- Management of multiple sites across a selected area
- High level stakeholder engagement and management skills.
- Excellent time management, planning and organisation skills.
- Ability to develop sound internal and external working relationships and networks.
- Ability to work in complex and fast changing environments with multiple stakeholders and delivery demands.
- High level written and verbal communication skills and conceptual and interpersonal skills.
- Proficiency in Microsoft Office applications, including Excel and Word, and Internet.
- Ability to travel, where required.
- Self-Management – continuous learner, high standards of work, flexible, self-managed,
- Achiever –customer service focus (internal and external), accountable, honest, reliable and has integrity
- Relational –forms good working relationships with all levels of staff, communicates well, and negotiates well.
- Thinking – can consider all elements of an issue, can make informed decisions, and can

interpret data and information well

Approval

Manager name

Approval date