

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been standing alongside Australians in need since 1859. Our vision is for an Australia where all of us have a safe home and can thrive.</p> <p>We deliver homelessness crisis and prevention services, provide social and affordable housing, assist struggling families and children, address mental health issues, fight substance dependencies, support people with disability and much more.</p> <p>Given the right support, we believe everyone can reach their full potential. That's why we stand together with Australians in need, for as long as they need us.</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:	End homelessness and ensure people and communities in need can thrive.

Position details:

Position Title:	State Director - QLD
Executive Function:	Community Services
Award/Agreement:	Non-Award
Business Unit/Program:	Queensland and National Employment Services business.
Reports to:	Executive – Community Family and Children's Services
Position purpose:	<p>Responsible for the strategic direction and performance of state operations in line with Mission Australia business objectives and contract commitments. Represents Mission Australia in key external relationships with State Government, funder and corporate stakeholders. Leads and directs state-wide teams and operations through effective workforce planning and continuous improvement to ensure delivery capability and capacity.</p> <p>Responsible for the strategic direction, performance quality and compliance functions of Mission Australia's national Employment Services portfolio.</p>

Reporting lines and stakeholder relationships:

- The State Director reports directly to the Executive, Community, Family and Children's Services.
- Direct reports to the State Director are Regional Managers and the National Performance and Compliance Manager, Employment Services and the Executive Assistant.
- Works with Engagement Practice Leads to shape service offerings in line with contract requirements, and General Managers in Community Services Operations to drive state operational activity.
- Directly supported by dedicated HR and Finance Business Partners for the state.
- Key external relationships include State Government, funder and corporate stakeholders, including an active role in state-based committees at a senior/peak body level.

Position Responsibilities and Accountabilities:

Primary Responsibilities

- Translates Mission Australia strategy to a state-based plan for execution, working in cooperation with the enabling functions to achieve planned objectives.
- Drives execution of state-based plans aligned to meet community priority and need, responsible for the state-wide performance of services, contracts and service delivery teams.
- Provide strategic leadership to achieve improved performance, quality and compliance for the national portfolio of employment services, in close collaboration with State Directors and relevant senior leaders across Mission Australia.
- Leads the national employment service business planning processes and implementation activities which includes: budget and performance analysis; management of national employment contracts; compliance with external accreditation; driving data integrity and security; adjusting service delivery models to improve service performance and outcomes; alignment to industry best practices; and advocacy and engagement with relevant government departments.
- Leads service delivery teams in the delivery of contract commitments and compliance requirements, directing focus of activity and priorities in line with strategy.
- Ensure effective management & consultation practices are in place to enable risk planning & mitigation, incident reporting and safe work practices/environments to continually improve the safety of staff, clients and visitors.
- Strengthen leadership capacity of senior leaders through coaching, mentoring and ongoing development of direct reports.
- Builds and grows strategic relationships with key State Government, funder and corporate stakeholders, aligning Mission Australia's vision, strategic goals and organisational capability to meet changing community need.
- Lead the establishment of annual budgets with an emphasis on efficiency and effectiveness of resource allocation and ensure that operations are delivered within the approved annual budget.

Other responsibilities:

- Leading service delivery to ensure a child and youth safe environment, which includes compliance with MA Child & Youth Safe policies and procedures, identification and responding to safety and well-being concerns raised by children & young people, and enabling the necessary staff training and development to support effective child and youth safe practices.
- Leads workforce planning, resource management and succession planning for state operations. Tracks performance against targets.
- Works with the General Manager, State Delivery Operations to drive continuous improvement in how services are offered.
- Works with Quality and Compliance team to ensure compliance of services are achieved.
- Inputs into contract negotiation, working with the relevant Practice Lead, Engagement to qualify ability to deliver quality client outcomes to pipeline opportunities.
- Leads and develops teams and is responsible for overall people management and performance for the state.

Note - The duties listed in this position description may not be all encompassing. State Directors may be required to perform other reasonable duties as requested.

Mission Australia Competencies:

State Directors will be expected to demonstrate the following competencies in how they perform their role.

Competency	Expected Behaviours
Child and Youth Safe practice	<ul style="list-style-type: none"> Services within portfolio promote the <i>National Principles for Child Safe Organisations</i>. Staff understand their responsibilities in the MA Child & Youth Safe policies, procedures and supporting documents. Staff are supported in child and youth safe practice with appropriate induction and supervision. Concerns about the safety and wellbeing of children and young people are identified and responded to effectively. Training and development needs in relation to child and youth practice are identified and staff are supported to access these opportunities.
Leadership	<ul style="list-style-type: none"> Set leadership standards through demonstration of values-based leadership and actively promote values-based behaviours within Mission Australia Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain the function to meet Mission Australia's current and future needs Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues Foster an environment that focuses on client outcomes and satisfaction.
Purpose and Values	<ul style="list-style-type: none"> 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 (e.g. Financial, HR, etc.) Look after the health, safety and welfare of self and others working in the business Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards Contribute to an organisational culture that promotes Mission Australia's commitment to the safety and wellbeing of all children and young people Actively support Mission Australia's Reconciliation Action Plan.
Builds sustainable relationships	<ul style="list-style-type: none"> Demonstrates an awareness of own interpersonal style and how it impacts on others Builds trust and rapport with internal and external clients Seeks opportunities to partner and transfer knowledge across a broad network
Deals with ambiguity and complexity	<ul style="list-style-type: none"> Adapts to changing circumstances Identifies opportunities, trends and develops strategies

	<ul style="list-style-type: none"> • Conveys complex concepts to stakeholders in a structured, simplified fashion • Able to assess materiality of risks and issues
Achieves Results	<ul style="list-style-type: none"> • Sets clear, measurable, SMART targets and goals (direction) in line with MA strategy and business plans • Defines clear roles and responsibilities • Holds teams accountable for delivery • Demonstrates courage in leadership to confront issues and risks • Thinks ahead; implements contingency plans • Is commercial in decision making • Monitors progress of deliverables and outcomes
Inspires a sense of purpose and direction	<ul style="list-style-type: none"> • Encourages the heart to understand and drive people's motivation • Communicates Mission Australia's message with a focus on a fairer Australia and compassion for clients • Demonstrates enthusiasm to share common goals and take people on a journey • Anticipates future direction of clients and articulates to teams • Fosters an environment that focuses on client satisfaction and results
Works and collaborates with others	<ul style="list-style-type: none"> • Proactively develops and sustains collaborative relationships ('leads by example') • Facilitates organisation wide cooperation and cultivates productive working relationships • Shares information and encourages this within teams • Creates opportunities to share views and ideas
Communicates effectively	<ul style="list-style-type: none"> • Creates environment that fosters open and honest communication • Communicates with impact and empathy; conveys information in a clear, honest and respectful manner • Delivers influential presentations to large audiences • Influences and negotiates with stakeholders to achieve progress/outcome • Communicates plans, team progress and issues to team in a timely manner
Is accountable	<ul style="list-style-type: none"> • Cultivates working relationships built on trust and empowers others to make decisions • Demonstrates accountability for own actions; addresses issues in a timely manner • Demonstrates courage in leadership to hold others accountable • Drives discipline through target setting, measurement and consequence management • Exhibits honesty and integrity

Recruitment information

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

- Holds a tertiary qualification relevant to the position.
- Post-graduate qualifications in business, management and/or leadership.
- Minimum of 10 years senior management experience.
- Strategic understanding and previous experience in leading employment services.
- An extensive knowledge of current policy, and industry best practices guiding the provision of employment and community services.
- Demonstrated experience in leading and managing Government relationships which leads to improved outcomes within the community.
- Advanced skills in driving financial performance and achieving budget targets across a diverse revenue mix of fee-for-service, grant acquittals, donations and client contributions.
- Demonstrated ability to deliver large scale business outcomes on time and within budget.
- Significant experience in leading large, geographically dispersed teams across multiple service offerings including the ability to professionally develop others.
- Exceptional communication and interpersonal skills and experience, together with the ability to advocate and influence stakeholders to achieve desired outcomes.
- Skills in translating organisational strategy into localised plans.
- Demonstrated interest in community and social outcomes and a personal alignment with the values of Mission Australia.

Compliance checks required

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

Approval	Ben Carblis, Executive Community Family and Children's Services	13 November 2020
	Manager name	Approval date