

## Mission Australia

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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.

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## Position Details:

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Position Title:	<b>Area Manager</b>
Executive Function:	Community Services
Award/Agreement:	Non-Award
Business Unit/Program	Cairns South - Strengthening Communities, North Queensland
Reports to:	Regional Leader
Position Purpose:	<p>The Area Manager (Cairns South) is responsible for leading service delivery teams overseeing various programs and services aimed at strengthening communities in the Cairns South region. Programs within the portfolio include the Hambleton House Community Centre, Communities for Children (CfC), Communities of Focus (COF), Family Support Service, Cairns South Specialist Counselling Service and Circles of Care.</p> <p>The position also oversees the performance of operations and contract delivery within that area. The role will be responsible to ensure the seamless service delivery between these programs by integrating programs across the Cairns region.</p> <p>Other focus areas include overseeing workplace planning and resource management for the area to maximise integration of services and effective management of teams. The Area Manger will represent Mission Australia within the area, building a presence with area-based Government and other external stakeholders who have been identified as a priority for the area.</p>

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

<b>Key Result Area 1</b>	<b>Program Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Leads the 'Strengthening Communities' service delivery teams and oversee the performance of operations and contract delivery in South Cairns. Monitor service performance against targets and develop and implement plans to address low performance and celebrate success.</li> <li>Assist in the preparation and monitoring of budgets for services.</li> <li>Supports the Regional Leader in contract negotiations through the provision of management information on skills and resource capacity for the Cairns region and surrounds.</li> <li>Works with the Standards, Innovation &amp; Practice team and the Regional Leader to drive continuous improvement in how services are offered.</li> <li>Works with the Quality and Compliance team to ensure compliance of services delivered.</li> <li>Identify areas of opportunity for the development of services in the area, in the context of existing portfolio and national strategy.</li> <li>Influence the operational procedures by developing work practices and procedures, methodology, plan and provide advice on policy matters.</li> <li>Meet all program targets, compliance and KPIs.</li> </ul>	<ul style="list-style-type: none"> <li>Service delivery and performance of operations is completed in line with contract requirements.</li> <li>The services within the area operate in compliance with funding guidelines and contracts, Mission Australia policy and procedures and legislative requirements.</li> <li>Strategies are employed to address poor performing services which results in demonstrated improvements.</li> <li>Regional Leaders are supported through contract negotiations through the provision of information.</li> <li>Program Managers are engaged in the implementation of local strategies that include innovative approaches to improving service delivery, and which reflect the national strategic direction and meet client needs.</li> <li>Initiatives are identified to boost performances across all services, and any relevant funding opportunities are identified and accessed.</li> </ul>
<b>Key Result Area 2</b>	<b>Leadership and People Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Drives a strong team and collaborative culture within the Strengthening Communities management team.</li> <li>Executes workforce planning initiatives, supported by HR and in line with MA wide systems, processes and tools (where appropriate).</li> <li>Oversee resource management and succession planning for the area, including tracking performance against targets.</li> </ul>	<ul style="list-style-type: none"> <li>A collaborative culture is evidenced through positive scores in staff Engagement Surveys.</li> <li>Workforce planning initiatives are executed in line with Mission Australia wide systems, processes and tools.</li> <li>Appropriate resources management and succession planning for the area is undertaken.</li> <li>Values-based leadership is demonstrated and observed by Regional Leader.</li> </ul>

<ul style="list-style-type: none"> <li>• Demonstrate values-based leadership and actively promote values-based behaviours throughout the programs.</li> <li>• With the support of the Regional Leader, provide support to Program Managers to manage staff grievances, disciplinary situations, performance improvement processes etc in accordance with MA policy.</li> <li>• Hold team meetings as required.</li> <li>• Conduct regular 1:1 supervision meetings with direct reports.</li> <li>• Undertake recruitment and selection for new and replacement staff as necessary in a fair and equitable manner in line with Mission Australia Policy and procedures.</li> <li>• Thoroughly induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures are understood.</li> <li>• Understand the relevant Enterprise Agreement or Award applicable to the service and ensure the operation of the service is compliant with the terms and conditions in the Enterprise Agreement or Award.</li> <li>• Ensure that employee data and information is up to date and accurate.</li> </ul>	<ul style="list-style-type: none"> <li>• Employees within the area are supported and managed to meet their KPI's, performance targets, contractual requirements, and in keeping with the formal processes and procedures of Mission Australia.</li> <li>• Grievances and employee issues are responded to in a timely and thorough fashion with internal support to ensure an effective outcome and mitigate risk.</li> <li>• Regular team meetings are conducted and are effective in communicating relevant information.</li> <li>• Regular 1:1 supervision meetings are conducted with direct reports.</li> <li>• New employees selected to fill vacant roles are effective and pass their probationary period.</li> <li>• New staff are onboarded and correctly inducted in a timely manner.</li> <li>• Employees in the area are paid accurately in accordance with the relevant Enterprise Agreement or Award.</li> <li>• Timely and accurate documentation is completed in line with Mission Australia procedures to ensure accurate employee records.</li> <li>• Employee information is collected and stored efficiently and effectively.</li> </ul>
<p><b>Key Result Area 3</b></p>	<p><b>Relationship Management</b></p>
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Builds and maintains external relationships within the area, including Government, and corporate stakeholders, including regular engagement in meetings and forums where required.</li> <li>• Manages subcontractors and brokerage for the region.</li> <li>• Provides feedback to the Regional Leader on the implementation of Mission Australia's strategy, identifying risks, issues and opportunities.</li> <li>• Develop strong internal networks with key stakeholders including HR, Finance, and other managers within the state to</li> </ul>	<ul style="list-style-type: none"> <li>• Strong professional relationships are built and maintained with relevant external stakeholders.</li> <li>• Strong professional relationships are built with relevant stakeholders across Mission Australia and collaboration and transparency is championed across the region.</li> <li>• Feedback provided to the Regional Leader is relevant and constructive.</li> <li>• Strong professional relationships are developed with other managers and key internal stakeholders.</li> <li>• Active participation in a minimum of two committees or membership bodies within the area.</li> </ul>

<p>drive consistency in the delivery of the program, to share ideas, knowledge and experience.</p> <ul style="list-style-type: none"> <li>• Take an active role in a minimum of two committees or membership bodies within the area.</li> </ul>	
<b>Key Result Area 4</b>	<b>Financial Management and Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Financial management including compliance with Program budgets and authorisation of Program expenditure.</li> <li>• Providing timely and accurate reports on the service to Regional Leader.</li> <li>• Providing timely feedback to the Regional Leader on risks, issues and opportunities.</li> <li>• Assist with or prepare budgets as required and report on performance and progress.</li> </ul>	<ul style="list-style-type: none"> <li>• The program budget is compliant with Program budgets and expenditure is within authorised limits.</li> <li>• Timely and accurate reports on the service are provided as required.</li> <li>• Timely feedback is provided to Regional Leader on risks, issues and opportunities.</li> <li>• Assistance is provided to prepare program budgets as required.</li> <li>• Budgets are created and adhered to in line with funding and contractual requirements.</li> </ul>

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

## Work Health and Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors
- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety
- Acquire and keep up to date knowledge of work health and safety matters
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

## Leadership

- 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

- 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](#).

## Recruitment information

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

- Relevant tertiary qualification (e.g. Human/Social Services, Management, Business).
- Proven management experience, preferably in community services or disability services.
- Solid knowledge of local community services and existing networks in the sector and local Cairns area, with a particular focus on Cairns South.
- Experience in people management and professional development of others.
- Experience in leading teams across multiple service offerings and geographic areas.
- Demonstrated ability to deliver business outcomes on time and within budget.
- The ability to interpret complex funding agreements.
- Exceptional communication and interpersonal skills and experience.
- Experience in managing stakeholder relationships, including Government stakeholders.
- Demonstrated interest in community and social outcomes and a personal alignment with the culture and values of Mission Australia.
- Experience working with Aboriginal and Torres Strait Islander and CALD Communities is encouraged.

### Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes
- Builds and maintains sustainable internal and external relationships
- Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure

- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues
- Ability to deal with ambiguity and complexity
- Demonstrated strong leadership skills with effective change management capabilities.

#### Key challenges of the role

- Managing internal and external relationships relevant to the region
- Creating, maintaining and capitalising on external networks.

#### Compliance checks required

Working with Children Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
Reasonable evidence of full vaccination against COVID-19	<input checked="" type="checkbox"/>
Other (prescribe)	<input type="checkbox"/>

#### Approval

Phil Flint, Regional Leader

23 May 2022

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Manager name

Approval date