

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. <i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Program Manager – Local Area Coordination Service (SA)
Division:	Community Services
Reports to:	Area Manager or Regional Leader
Position Purpose:	Responsible for leading, managing and developing a mid-size team to deliver high quality and contractually compliant services to clients in a local community. The Team Leader is accountable for the performance of the LAC service and reporting on service outcomes. Develops and maintains effective working relationships with key stakeholders in the local community where service occurs.

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

Key Result Area 1	Program Delivery
Key tasks	Position holder is successful when
- Leads the local LAC team in the delivery of program and contractual requirements to participants, as per the agreed operating procedures and guidelines. - Lead the team to high performance through strong leadership skills - Leading and supporting staff to ensure contract compliance - Managing and allocating client workloads	- Program is delivered in line with the contractual agreement - Planning approval is not a barrier to intake optimisation - Staff are supported to deliver on all contractual requirements - Services grow through improvement initiatives - Relationships with stakeholders in the

in line with referrals from the NDIA and relevant agreements - Ensures planning approvals occur in line with relevant proportion of bilateral agreement for intake - Ensure the on-going development and improvement of the service through involvement in strategy and continuous improvement initiatives - Local engagement with community and providers on a day to day basis, including engagement with community members and providers to identify and plan activities to increase social inclusion and access in region - Attending any required meetings - Engaging in, and supporting community and capacity building/ inclusion activities/ events as required - Approval of draft plans for submission to the NDIA as required - Management and transfer of work assignments that are required from LACs or participants. - Engaging in direct participant work to deliver the functions of a local area co-coordinator as required, to support ongoing contract compliance. - Engaging in pre planning and plan implementation activities as required, to support ongoing contract compliance	community and with other providers are established and strengthened. - Plans to the Agency are approved - All work assignments are allocated at any given time, and change requests are acted on in a timely manner. - Staff understand the requirements and deliverables of the program - Contract compliance is maintained - Strong partnership is maintained with the NDIA - Legislation and NDIS requirements are complied with
Key Result Area 2	People Management and Performance
Key tasks	Position holder is successful when
- Demonstrates leadership of the team and is responsible for the effective people management and development of direct reports. - Performance reviews and evaluations are conducted with encouragement and	- All staff induction and training is up to date and compliant with MA and NDIA requirements - Team works together effectively, and direct reports are receiving development opportunities

developmental coaching as required. • Identify and support staff induction, training and development needs, ensuring NDIA induction compliance. • 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. • Respond to staff grievances, and undertake disciplinary action including terminations in conjunction with Mission Australia Policy and Procedure. • Undertake recruitment, selection and induction of new and replacement staff as necessary in a fair and equitable fashion and in line with Mission Australia Policy and procedures. • Understands the relevant Enterprise Agreement or Award applicable to the service, and ensures the operation of the service is compliant with the terms and conditions in the Enterprise Agreement or Award. • Quality management of LAC Service including practice improvement reflections and reporting on practice to Area Manager/ Regional Leader • Ensures that employee data and information is up to date and accurate • Co-ordinate and manage volunteers where required • Hold team meetings as required and 1:1 supervision with direct reporting staff regularly as per Mission Australia policy	• Performance reviews are a positive experience for team members, and areas for improvement are identified and developed • Grievances and disciplinary issues are handled promptly and professionally • Team is fully staffed • Any breaches of employment conditions are recognised and addressed immediately • Regular quality reporting to Area Manager • All employee information is up to date at any point in time • The team demonstrates high performance through obtaining contract compliance and submitting required reports/ statistics/ data and plan information in required timelines • Areas for practice improvement are identified • Area Manager is kept informed about all performance and risk matters • Regular meetings are held with team members including team meetings and 1-1 supervision • Legislation and NDIS requirements are complied with
Key Result Area 3	Financial Management and Administration
Key tasks	Position holder is successful when
• All required administration such as case notes, reports, and goal plans are completed accurately and in a timely	• All required reporting, documents and case notes are completed within the required time

manner • Provides timely and accurate reports on the service to the Area Manager [or Regional Leader]. • Provides timely feedback to the Area Manager [or Regional Leader] on risks, issues and opportunities • Financial management including compliance with Program budgets and authorisation of Program expenditure	frames • Reporting is accurate and on time • Feedback on risks, issues and opportunities is regular and useful • Legislation and NDIS requirements are complied with • Budgets and expenditure are managed effectively
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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
- To 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 the 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.

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

- Minimum Diploma qualification in allied health, social work, human services or equivalent
- 3-5 years' experience in human services, allied health, community, disability services or equivalent
- Experience in provision of strengths based/goal based planning, person-centred and information and referral services
- Demonstrated experience in staff supervision of a service delivery team
- Demonstrated ability to deliver service outcomes on time and in compliance with funding requirements
- Demonstrated ability to develop and maintain effective relationships with key stakeholders
- Experience in budget and financial management
- Strong interpersonal and communication skills
- Demonstrated interest in community and social outcomes
- Lived experience of disability, encouraged
- A personal alignment with the values of Mission Australia

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

- Understanding and interpreting a complex funding agreement

- Leading teams in a high performance environment

Compliance checks required

Working with Children ☒

National Police Check ☒

Vulnerable People Check ☐

Drivers Licence ☒

Other (prescribe) ☐

Approval

Georgina Snowball

21/12/2017