

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate 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><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:	Regional Leader – WA Community Service Operations
Division:	Service Delivery
Reports to:	State Director
Position Purpose:	<p>The Regional Leader (Western Australia) and is responsible for leading the Community Service Delivery team across the State, and for the performance of operations and contract delivery within these areas. The position is responsible for workforce planning, financial, operational and resource management and demonstrates effective people management of teams, including the development and coaching of area managers.</p> <p>The Regional Leader will represent Mission Australia, building a presence with locally based government and non-government agencies, funding bodies and corporate stakeholders.</p>

Position Requirements:

Key Result Area 1	Delivery against contracts
Key tasks	Position holder is successful when
Is accountable for performance of operations and effective and efficient contract delivery.	<ul style="list-style-type: none">Creates strategies and plans to achieve contractual obligationsDefines and articulates clear roles and responsibilitiesImplements and contributes to innovation of processes and systems to enable delivery

	<ul style="list-style-type: none"> • Demonstrates courage in leadership to confront issues and risks • Ensures progress is measured and reported in an accurate and timely manner • Develops budgets for services and ensures responsible and effective management of funds to support service viability and sustainability • Ensures compliance with MA policies and procedures, and regulatory and statutory instruments
Key Result Area 2	Leadership and people management
Key tasks	Position holder is successful when
Demonstrates leadership of teams and is accountable for the effective people management of teams, individuals including the development and coaching of direct reports.	<ul style="list-style-type: none"> • Builds and leads effective high performing teams • Uses appropriate processes to guide and develop teams and individuals • Coaches direct reports to develop individual and team performance • Embeds and supports a culture of continuous quality improvement • Proactively offers assistance in achieving mutually beneficial outcomes • Involves others, shares information and ensures people are kept informed of progress, changes and issues • Works with key internal stakeholders to promote effective teams
Key Result Area 3	Relationship Management
Key tasks	Position holder is successful when
Builds and maintains internal and external relationships including government, funder, community and corporate stakeholders.	<ul style="list-style-type: none"> • Creates and facilitates internal and external forums and committees to develop new alliances and collectively manage projects and initiatives. • Leverages areas of mutual and long-term interest and pursues subsequent opportunities and relationships to achieve Mission Australia's goal. • Understands the links between relationships and service delivery pathways in order to work together effectively • Seeks opportunities to partner and transfer knowledge across a broad network
Key Result Area 4	Managing ambiguity and complexity

Key tasks	Position holder is successful when
Deals with ambiguity and complexity on a day to day basis.	<ul style="list-style-type: none"> • Breaks complex problems into component parts and demonstrates solution focused thinking • Recognises patterns and trends • Identifies risks, issues and opportunities and escalates in accordance with procedure • Clarifies priorities, roles and responsibilities to teams
Key Result Area 5	Accountability
Key tasks	Position holder is successful when
Is accountable in all aspects of human, physical and financial management	<ul style="list-style-type: none"> • Demonstrates accountability for own actions; delivers what is promised • Escalates issues appropriately • Exhibits honesty and integrity • Adheres to disciplines of target setting, measurement and consequence management within own team •
Key Result Area 6	Communication
Key tasks	Position holder is successful when
Communicates effectively	<ul style="list-style-type: none"> • Presents information, decisions and reasons clearly and concisely • Adapts communications to suit situation and audience; selects appropriate medium for conveying messages and information • Seeks feedback from communication to ensure audience understands message • Confidently present messages to large audiences • Communicates plans, team progress and issues to team in a timely manner
Key Result Area 7	Shared purpose
Key tasks	Position holder is successful when
Inspires a sense of purpose and direction	<ul style="list-style-type: none"> • Demonstrates enthusiasm to share common goals and take people on a journey • Leads by example with Mission Australia values • Anticipates future direction of clients and articulates to teams • Fosters an environment that focuses on client satisfaction and results • Links a comprehensive understanding of clients with current and proposed work; makes and shares connections

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.
- Fosters 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.).
- 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.
- 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

- National Police Clearance
- A tertiary qualification in community services, leadership and/or management - or equivalent demonstrated experience
- Current and valid C class drivers licence
- Current WA Working with Children Check

Knowledge, skills and experience required to do the role

- Minimum of 5 to 7 years' senior management experience
- Demonstrated experience in management, leadership and professional development of teams
- Demonstrated knowledge of current trends and issues in the community sector
- Experience in leading geographically dispersed teams across multiple locations
- Demonstrated ability to deliver business outcomes on time and within budget
- Demonstrated experience in managing stakeholder relationships, including government
- Exceptional communication and interpersonal skills and influencing ability
- Solutions-focused problem solving skills
- Strong strategic financial acumen and experience in overseeing budgets

Competencies

- Leads the service delivery team across WA in the delivery of contract commitments and is responsible for operational performance of community service teams.
- Demonstrates leadership across the portfolio and is responsible for the effective people management of regional staff, including the development and coaching of direct reports.
- Contributes to contract negotiation where applicable for services and qualifies ability to deliver to pipeline opportunities.
- 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.
- Demonstrates effective communication and active listening skills, with the ability to present information, make decision and reason 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

- To be successful in the role, the holder requires significant experience in leading and managing large, geographically dispersed teams.
- The role requires understanding and knowledge of the Community Services sector.
- The role requires the ability to have an overview of a broad range of contracted services, including mental health, alcohol and other drug, family support, family and domestic violence and homelessness.
- The Regional Leader will position will be able to lead and influence the delivery of services both within WA as well as nationally for 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"/>	
Drivers Licence	<input checked="" type="checkbox"/>	
Other (prescribe)	<input type="checkbox"/>	_____

Approval

Manager name Jo Sadler

Approval date May 2021