

POSITION DESCRIPTION – MANAGER

Position Title	Employment Services Manager	Department	Red Cross Employment Services
Location	Queensland	Direct/Indirect Reports	Direct:5 Indirect: 9
Reports to	Programs & Services Manager	Date Revised	March 2021
Industrial Instrument	Labour Market Assistance Industry Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0036964

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

The Employment Services Manager is accountable for driving the performance of multiple Red Cross Employment Offices in regional and remote site locations across Queensland. Responsible for leading and managing the teams within those sites, the Employment Services manager will drive performance to achieve designated Key Result Areas and Key Performance Indicators whilst ensuring compliance with the National Standards and Disability Services (NSDS) Standards and relevant Disability Employment Services Funding Deed.

■ Position Responsibilities

Key Responsibilities

Leadership and Management:

- Develop industry network and represent Red Cross at industry forums.
- Communicating vision and developing shared goals within the team that encourage initiative and commitment from staff
- Undertaking effective recruitment and individual performance management strategies
- Supervising and supporting staff to ensure individual and collective performance is maintained
- Conducting monthly one on one meetings with all staff within their designated area
- Implementing individual Performance Improvement Plans when required
- Modelling behaviours and attitudes in line with Red Cross' Code of Conduct
- Effectively managing conflict and resolving disputes and problems
- Contributing to the development of the ESA budgets in collaboration with the Programs & Services Manager
- Provide support to the Programs and Services Manager to achieve Revenue, Expenditure and Profitability budgets.

Service Delivery and Service Quality:

- Completing ESA Performance Improvement Plans, Implementing the identified strategies/actions to ensure high performance across all ESA and sites within their designated area.
- Working with the Quality and Compliance Co-ordinator to develop and implement appropriate systems, procedures and services to deliver the Red Cross Employment service model and DES service standards
- Leading a team to provide effective job seeker flow and management that maximises both accessibility and results for job seekers
- Adhering to all Australian Red Cross policies and procedures.

Contract Management and Compliance:

- Act as the point of contact for Social Services Department for any contract delivery issues or matters.
- Meeting contract and financial targets through sound business and operations management
- Ensuring contract compliance and quality assurance through a quality service delivery model and consistent operating procedures, including identifying and reporting any critical contractual performance variances;
- Conduct appropriate site performance, service strategy and file audits to monitor service practices, quality implementation and performance achievements at the ESA level
- Communicating vision and developing shared goals within the team that encourage initiative and commitment from staff

Monitoring and Reporting:

- Monitoring and reporting on ESA performance taking necessary actions to increase performance and service quality for clients, employers, community and business stakeholders
- Reporting against ESA performance, staffing and achievement of targets to the General manager: Employment Services on a weekly and monthly basis;
- Managing and reporting on ESA budgets and resources against agreed targets

Communication and Relationship management:

- Develop and maintain positive relationships with key government partners, internal and external stakeholders other service providers, various community and industry groups
- Chair regular staff meetings, training, supervision, team building, continuous improvement and strategic planning sessions

Personal Management:

- Manage own and staff time effectively to ensure all deadlines and KPI's are met
- Participate in relevant learning and development activities throughout the year to maintain professional expertise for this role

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in business development , marketing, sales or recruitment
- Demonstrated experience coordinating and supervising a highly interactive team and working with a variety of jobseekers particularly those who have a disability
- Financial and Resource Management
- Proven management experience liaising with the Department of Social Services (DSS) and or other
- In depth understanding and experience of leadership within Disability Employment Services

Qualifications/Licenses

- Diploma/Degree in Business Administration or related field desirable or equivalent experience

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Innovating and improving** | Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system

- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters