

**STATE LEADER, REGIONAL NSW**

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| **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.*“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)* |
| Values: | Compassion Integrity Respect Perseverance Celebration  |
| Goal: | To reduce homelessness and strengthen communities. |
| **Position Details:** Position Title: State Leader – Regional NSW |
| Division: | Service Delivery |
| Reports to: | State Director (NSW/ACT, Victoria) |
| Direct reports: | Regional Leader, Northern NSWRegional Leader, Western and Far West NSWRegional Leader, Illawarra and South CoastArea Manager, Riverina Area Manager, Southern NSW |
| Position Purpose: | Responsible for leading the NSW Regional Service Delivery team and for the performance of operations and contract delivery within the defined geography. Oversees workforce planning and resource management for the Region, and contributes to contract negotiation where applicable to qualify pipeline opportunities. Represents Mission Australia within NSW, building a presence with regionally based government, funder and corporate stakeholders. |
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**Stakeholder Relationships:**

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| The State Leader, Regional NSW:* Works closely with the State Director to drive the strategic direction, operational excellence and compliance, workforce planning and business development;
* Works with the NSW/ACT and Victoria senior leadership team to collaborate on common operational initiatives, drive performance, promote innovation and maintain a safe and client focused culture;
* Works with his/her direct reports to provide direction, support and guidance and to consult the team and engage them in problem solving and sharing of ideas, knowledge and experience;
* Collaborates with the Practice Leadership and Quality team to ensure best practice service design and development and compliance with quality standards and Mission Australia service delivery policy frameworks;
* Collaborates with the Business Development team in tendering for future services;
* Is supported by HR and Finance Business Partners;
* Develops and maintains Key external relationships including government, funder and corporate stakeholders within the region, including an active role in high-level committees and membership bodies to represent Regional NSW.
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**Position Responsibilities and Accountabilities:**

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| * Work with the State Director on the development of the NSW Business Plan, and contribute to the translation of Mission Australia’s strategy to operations within Regional NSW and identify delivery opportunities and constraints.
* Drive operational excellence and compliance, workforce planning and business development for Mission Australia’s Regional NSW community services.
* Lead the Regional NSW community services team in meeting funding contract commitments and the compliance and quality of funded services within Regional NSW. Work closely with the Practice Leadership and Quality team to drive quality and continuous improvement.
* Manage contract negotiation where applicable for Regional NSW and ensure contract commitments made are achievable within resources available and timeframes.
* Lead resource planning and management within Mission Australia Regional NSW community services.
* Team leadership including responsibility for effective people management of regional staff, and the development and coaching of direct reports.
* Design and implement workforce planning initiatives, supported by HR and in line with MA wide systems, processes and tools.
* In consultation with the State Director, builds and maintains external relationships within NSW, including government, funder and corporate stakeholders. Takes an active role in a minimum of two regionally focused committees or membership bodies.
* Works with Risk and Assurance team to manage risk and ensure compliance of services delivered.
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**Mission Australia Competencies:**

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

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| **Competency** | **Expected Behaviours** |
| Builds sustainable relationships  | * Creates and facilitates forums to develop new alliances and networks
* Leverages areas of mutual and long-term interest and pursues subsequent opportunities and relationships to achieve set targets
* 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
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| Deals with ambiguity and complexity  | * Breaks complex problems into component parts
* Recognises patterns and trends
* Identifies risks, issues and opportunities and escalates in accordance with procedure
* Clarifies priorities, roles and responsibilities to teams
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| Achieves Results  | * Creates plans to achieve set targets
* Defines clear roles and responsibilities
* Implements and contributes to innovation of processes and systems to enable delivery
* Asks for help when needed; works through issues with managers
* Demonstrates courage in leadership to confront issues and risks
* Ensures progress is measured and reported
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| Inspires a sense of purpose and direction  | * 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
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| Works and collaborates with others  | * 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
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| Communicates effectively  | * 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
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| Is accountable  | * Demonstrates accountability for own actions; delivers what is promised
* Escalates issues appropriately and early
* Exhibits honesty and integrity
* Adheres to disciplines of target setting, measurement and consequence management within own team
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| **Knowledge, skills and experience:**

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| * Significant experience in the leading human service operations with a minimum of 7 years senior leadership experience
* Experience in leading geographically dispersed teams across multiple service offerings and sites
* Demonstrated track record in delivering quality service outcomes that meet community need
* Demonstrated capability in effectively managing large budgets from multiple funding sources
* Ability to build effective stakeholder relationships, including community, not for profit, government and corporate stakeholders
* Exceptional communication and interpersonal skills and experience, together with the ability to advocate and influence stakeholders to achieve desired outcomes
* Experience in people management and professional development of others
* Demonstrated commitment to community and social outcomes and a personal alignment with the culture and values of Mission Australia
* Tertiary qualification in social work, psychology, mental health or related field, along with evidence to a commitment of own leadership development.
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