

Mission Australia

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.

Position Details:

Position Title:	Area Manager
Executive Function:	Community Services
Award/Agreement:	Non-Award
Business Unit/Program:	Employment Services
Reports to:	Regional Leader
Position Purpose:	<p>Accountable for the leadership across a number of key employment services across the region. The role oversees the performance of operations, contract administration, workforce planning, finance and resource management of Employment Services programs.</p> <p>The role represents Mission Australia within a number of forums, building and maintaining a presence with government agencies, funding bodies, corporate stakeholders, service providers, community groups and service users.</p>

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

Key Result Area 1	Child and Youth Safe Practice
Key tasks	Position holder is successful when
<ul style="list-style-type: none">• Demonstrate knowledge of the <i>National Principles for Child Safe Organisations</i>.• Comply with core responsibilities set out in the MA Child & Youth Safe policies, procedures and supporting documents to practice as required by the role.	<ul style="list-style-type: none">• A child and youth safe service environment is supported in accordance with the <i>National Principles for Child Safe Organisation</i>.• Sound application of policy to child and youth safe practice is demonstrated.

<ul style="list-style-type: none"> Proactively raise concerns about any issues that affect the safety and wellbeing of children and young people engaging with MA services. 	<ul style="list-style-type: none"> Concerns about the safety and wellbeing of children and young people are identified and responded to effectively.
Key Result Area 2	Operational Development
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Leads contract delivery and performance of operations of employment services in region Works with key internal stakeholders and enabling services to ensure effective, compliant services Supports the Regional Leader in contract negotiations by providing accurate information relating to skills and resource capacity to deliver services Prepares and monitors operational budgets for relevant services and reports on performance and progress to internal and external stakeholders Measures and monitors service performance and develops and implements plans to address low performance and celebrate success Contributes to the development of local strategies, in line with the national strategic direction Researches and identifies opportunities for the development of services in the region and across the state, in the context of the existing portfolio and national strategies. 	<ul style="list-style-type: none"> Service delivery and performance of operations is delivered effectively and complies with contract requirements Services are compliant and within funding guidelines, Mission Australia policies and procedures and legislative requirements Accurate information is provided to support contract negotiations Budgets are prepared and reviewed, services operate within their financial capacity and all financial and progress reports are presented to funders in a timely manner Strategies are employed to address issues relating to low performance outcomes that result in measurable improvements in service delivery Strategies and innovative approaches are identified and implemented to improve service delivery in line with national strategic direction and the needs of service users Initiatives are identified to boost performance across all services while relevant funding opportunities are identified, assessed and accessed.
Key Result Area 3	People Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Demonstrates values-based leadership and actively promotes values-based behaviours throughout the delivery of services Effectively manages and develops direct reports Delivers workforce planning initiatives, in line with Mission Australia's systems and processes Manages the team's HR, recruitment and succession planning including tracking performance against targets Respond to staff grievances and manages disciplinary and performance improvement processes with frontline staff in conjunction with HR Documents HR related issues following Mission Australia policies and processes. 	<ul style="list-style-type: none"> Values-based leadership is role-modelled and observed The team is supported and managed to perform to their role KPI's and performance targets in keeping with Mission Australia's formal processes and procedures Workforce planning initiatives are executed in line with Mission Australia systems and processes Appropriate people management, recruitment and succession planning activities are effectively undertaken Grievances are responded to in accordance with Mission Australia's processes and practices Documentation is accurate, timely and compliant with Mission Australia's procedures

	to ensure accurate employee records are maintained.
Key Result Area 4	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Provides feedback to the Regional Leader on the implementation of Mission Australia's strategy, identifying risks, issues and opportunities Works with the Service Delivery Support Teams to drive continuous improvement across the region Develops and maintains strong relationships with external stakeholders Develops strong networks with key internal stakeholders to drive consistency in service delivery Actively participates in a minimum of two committees or membership bodies within a relevant service area. 	<ul style="list-style-type: none"> Accurate and timely feedback is provided to the Regional Leader as required Strong relationships are formed with internal teams to ensure quality services continue to develop and improve Strong professional relationships are built and maintained with relevant external stakeholders resulting in beneficial outcomes for all parties but primarily, service users Strong professional and collaborative relationships are built and maintained with enabling services and other managers Takes an active role in a minimum of two committees or membership bodies within relevant service areas.

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, service users 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 the Leadership standards through the demonstration and role-modelling 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 structures that ensure 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 service user 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 degree with relevant experience or other appropriate qualification/experience acceptable to Mission Australia.
- Minimum of 5 to 7 year's operational and strategic management experience in community services
- Experience in leading teams across multiple service offerings in a defined geographic area.
- Demonstrated ability to successfully deliver business outcomes on time and within budget.
- Exceptional communication and interpersonal skills and experience.
- Experience in people management and the professional development of others.
- Significant experience working within a child safe model of practice.
- Experience and knowledge of Aboriginal cultural systems and protocols.
- Experience managing stakeholder relationships, including government partners and funders.
- Demonstrated interest in community and social outcomes and a personal alignment with the culture and values of Mission Australia.

Additional requirement of the position

- It is a requirement of the position that the position holder have a myGovID account (set up at a minimum of standard strength) and use this account via the myGovID app to facilitate login to online systems for work purposes.

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 delivery of employment services across the region.
- Employment services in the region may be providing support to vulnerable people with complex needs.
- Employment services are located at geographically different facilities across the region.

Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People 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 Stephen Vines, State Director

25 March 2022

Manager name

Approval date