

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>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.</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:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Employment Programs Performance Specialist
Division:	Service Delivery
Reports to:	Executive – Practice, Quality and Performance
Position Purpose:	<p>The Employment Programs Performance Specialist is responsible to maintain Mission Australia's delivery of highly performing programs which prepare vulnerable people for participation in the workforce and assist them to obtain and sustain employment.</p> <p>The role reports to a National Employment Programs Manager and works with Mission Australia's operational managers of employment programs. Collaboratively, these roles all work together to drive continual improvements in the delivery of employment programs, so that program participants have the best opportunity to achieve employment and wellbeing outcomes.</p> <p>The key focus of the Employment Programs Performance Specialist is to analyse data to gain insights on emerging issues, trends, risks and opportunities with Mission Australia's performance in our employment programs, and to develop responses and proactive initiatives for implementation by operational managers and staff. It drives compliance to meet contractual obligations relating to KPIs, outcomes and other aspects of our performance.</p> <p>The role also supports the Quality Specialist in administering the contracts, overseeing consistent and efficient reporting and maintaining strong relationships with the Australian Government funder agencies.</p>

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

Key Result Area 1	Drive <u>performance</u> to achieve optimal participant outcomes
Key tasks	Position holder is successful when
<p>In collaboration with MA's operational managers and the Impact & Analytics team:</p> <ul style="list-style-type: none"> Analyse performance data (such as caseloads, star ratings, etc) to derive insights on trends, emerging risks and opportunities. Develop these insights into recommendations of performance expectations by site and contract, via performance KPIs or targets, and review these quarterly to reflect changing circumstances. Use these KPIs/targets to make recommendations for operational changes, such as site-level staffing levels, caseload ratios, etc Develop data-driven insights also into improvements that maximise participant outcomes and ensure financial sustainability, such as campaigns or performance improvement plans. Refine reports, dashboards and other tools to meet operational managers' needs for visibility on performance metrics and participant wellbeing outcomes. Develop and implement measures to ensure continuous monitoring of performance to meet contractual and MA-set targets. Ensure change benefits are realised by developing clear performance expectations and working with individual services to achieve them. Identify, analyse and mitigate risks and issues associated with performance below expectations. 	<ul style="list-style-type: none"> Each employment service is meeting its performance and financial targets. Data is actively used to inform specific initiatives and continuous improvement, to enhance participant work readiness, employment and wellbeing outcomes. Action plans for any non-performing sites performing below expectations are developed and implemented when required. Such action plans result in positive performance improvement. The organisation and its specific services achieve excellent provider ratings. MA is seen as a top tier provider by funders.
Key Result Area 2	Drive <u>compliance</u> to meet and exceed performance-related contractual obligations
Key tasks	Position holder is successful when
<p>In collaboration with MA's Service Delivery managers:</p>	<ul style="list-style-type: none"> The performance-related requirements of the contracts are consistently met or exceeded. Managers and staff have working knowledge

<ul style="list-style-type: none"> • Stimulate and guide progress towards compliance with the performance-related aspects of the national employment contracts, policies and guidelines. • Initiate and undertake site-specific compliance audits and service remediation plans as necessary. • Provide performance-related input to audits, accreditations, reports, requests <p>Support the Employment Programs Manager to:</p> <ul style="list-style-type: none"> • Ensure reports submitted are internally consistent, accurate, timely and to a standard that meets or exceeds each funder's expectations. • Ensure additional funder requests are answered, on time and to a standard that meets or exceeds their expectations. • Work with MA's Finance team to ensure accurate financial reports. • Manage funder audits and internal audits with MA's Risk and Assurance Team. • Ensuring compliance with MA organisational policies and procedures and external accreditations. 	<p>of the employment programs' performance requirements and can readily access advice and comply.</p> <ul style="list-style-type: none"> • The findings and recommendations from external, internal and team-initiated audits and accreditations are used to enhance performance. • The organisation and specific services deliver and achieve excellent audit and compliance results relating to performance. • Risks and issues are identified and appropriate mitigation and response strategies are developed and implemented.
<p>Key Result Area 3</p>	<p>Support <u>relationships</u> with Australian Government funders of employment programs</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<p>Support the Employment Programs Manager to:</p> <ul style="list-style-type: none"> • Develop and nurture relationships with Australian Government agency staff, in particular national-level contract managers, to build knowledge, understanding and confidence in Mission Australia's delivery of national employment contracts and the organisation's role, capability and expertise. • Support and coach Service Delivery staff in their development and maintenance of appropriate relationships with Australian Government agency staff, in particular state-level contract managers. • Ensure that Mission Australia presents a consistent and mutually-supportive position to Australian Government agencies, through liaison with internal and external stakeholders. 	<p>The Employment Programs Manager is supported to achieve the following:</p> <ul style="list-style-type: none"> • Australian Government agency staff report high levels of engagement and satisfaction with their relationship with the team and with Mission Australia. • Service Delivery staff report that the assistance provided by the team in terms of relationship management is valuable. • Input to the Australian Government (via submissions, correspondence, meetings, etc): conveys the strengths, needs and views of program participants and staff; reflects consistent contractual, advocacy and business development perspectives; and advances the organisation's strategic priorities. • Issues are resolved with funding agencies through a collaborative solutions-focused

<ul style="list-style-type: none"> Identify and raise any issues of concern with funders (including program design and specific system/operational issues) appropriately and in a solutions-focused manner, while maintaining respectful relationships. 	<p>approach, and respectful relationships are preserved.</p>
Key Result Area 4	Support organisational understanding of <u>issues and opportunities</u> with national programs
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Ensure senior leadership has an accurate, timely and useful picture of current and forecast national employment programs' performance, revenue, footprint and risk. Identify cross-program contractual issues and trends, for advocacy by the Employment Programs Manager and other MA senior leaders and Executives with Australian Government Executives, Ministers and with peak bodies and other sector organisations. Support Business Development by identifying and contributing to opportunities for current contract renewal, expansion and new service opportunities within national programs. 	<p>The following is achieved, with support from the Employment Programs Manager:</p> <ul style="list-style-type: none"> MA's leadership report that they have a solid understanding of the national employment programs. Emerging issues are identified and communicated for advocacy activities. Business Development receives accurate, timely and useful input to opportunity development identification and tender writing processes.
Key Result Area 5	Undertake <u>people leadership</u> responsibilities
Key tasks	Position holder is successful when
<p>Although this position does not have any direct reports, it will support the Employment Programs Manager in prioritising the work of and managing the Employment Programs Officer.</p> <p>In addition to the Work, Health and Safety requirements, and the Leadership capabilities outlined in the sections below, this role will also:</p> <ul style="list-style-type: none"> develop strong relationships with others in the Practice Leadership team, to encourage clear, consistent and integrated responses (including use of language and processes), to make it easier for our stakeholders to engage with us and get what they need. influence others by consistently displaying leadership behaviours that encourage integrated, productive working 	<ul style="list-style-type: none"> There is effective collaboration with the Employment Programs Manager in managing the Employment Programs Officer to meet or exceed expectations (or being performance managed), be engaged in their role and make a positive contribution to the team and to MA. Responses to stakeholders are consistent and integrated with responses from Practice Leadership as a whole, and proactively promote the work of other groups within the team.

relationships, with a strong focus on client and business outcomes.	
Key Result Area 6	Participate in <u>cross functional</u> teams
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Think collaboratively across boundaries, promote cohesion and make contributions to influence and achieve MA goals. • Lead and/or participate in relevant cross-functional teams, relating to particular service streams, programs or individual services, identifying areas for improvement. • Lead improvement initiatives in collaboration with SMEs and operational managers across different business units/ programs/ sites as appropriate. • Apply your skills, knowledge and experience within the cross-functional team to enable creative thinking and problem solving in a collaborative multi-disciplinary manner. 	<ul style="list-style-type: none"> • A demonstrated contribution to the achievement of participant and business outcomes through specific improvement initiatives initiated by cross-functional teams. • The improvement initiatives are implemented through cross-functional teamwork, leveraging existing capability within Practice Leadership and in consultation with other contributors across Mission Australia.

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 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
- 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

1. Tertiary qualifications in human services, management or related field
2. Proven advanced ability to analyse complex business performance data, and develop solutions and proactive strategies for improving performance
3. Sound experience in account management, business development, government relations or contract management

4. Experience in a management or advisory capacity with employment programs; preferably employment programs targeted to people with vulnerabilities; and ideally experience with Disability Employment Services, ParentsNext and/or Transition to Work
5. Proven ability to communicate complex information, in a simple yet compelling way, both in writing and orally to multiple audiences
6. Proven ability to achieve results through influencing and motivating behaviour change in others
7. Sound judgement and proven ability to exercise autonomy as appropriate, with limited direction from senior leaders.

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, decisions 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

- Effecting positive change across a range of employment programs and teams

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 type="checkbox"/>	
Other (prescribe)	<input type="checkbox"/>	_____

Approval

Manager name

Approval date