

## 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:	LAC Service Area Manager
Division:	Community Services
Reports to:	Regional Leader or State Director
Position Purpose:	<p>The Local Area Coordinator program will support eligible NDIS participants and their families to join in and contribute to the life of their community and assist with the planning process, plan implementation and community participation.</p> <p>The Service Area Manager role is responsible for leading a service delivery team over a wide geographical area and for the performance of operations and contract delivery within that area. Oversee workplace planning and resource management for the area and demonstrates effective management of teams, including the development and coaching of frontline service delivery staff. Represents Mission Australia within the area, building a presence with area based government and other external stakeholders who have been identified as a priority for the area.</p>

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

Key Result Area 1	Program Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Leads the service delivery team and is responsible for performance of operations and NDIA contract delivery in the defined geography. Monitor service performance against targets and develop and implement plans to address low performance and celebrate success</li> <li>Manages workflow to ensure performance against required standards, and planning performance occur in line with contractual requirements, and appropriate notifications are made to the NDIA</li> <li>Assist in the preparation and monitoring of budgets for services, and report on performance and progress</li> <li>Supports the Regional Leader or State Leader/State Director in contract negotiations through the provision of management information on skills and resource capacity for the Area</li> <li>Works with relevant Mission Australia national and enabling teams and the Regional Leader or State Leader/State Director to drive continuous improvement in how area services are offered</li> <li>Works with the relevant Mission Australia national and enabling teams to ensure compliance of services delivered</li> <li>Identify areas of opportunity for the development of services in the area, in the context of existing portfolio and national strategy</li> <li>Oversee and coordinate key business areas to increase quality of service</li> </ul>	<ul style="list-style-type: none"> <li>Service delivery and performance of operations is completed in line with contract requirements.</li> <li>The services within the area operate in compliance with funding guidelines and contracts, Mission Australia policy and procedures and legislative requirements.</li> <li>Strategies are employed to address poor performing services which results in demonstrated improvements</li> <li>Budgets are created and adhered to in line with funding and contractual requirements</li> <li>Regional Leader or State Director/ State Leaders are supported through contract negotiations through the provision of information</li> <li>Area Managers are engaged in the implementation of local strategies that include innovative approaches to improving service delivery, and which reflect the national strategic direction and meet client needs</li> <li>Initiatives are identified to boost performances across all services, and any relevant funding opportunities are identified and accessed</li> <li>Central coordination of key areas of the business result in high quality service delivery, efficient and consistent practices implemented, and contract compliance maintained.</li> </ul>

<p>delivery, maintain contractual compliance and ensure consistent practice implemented</p> <ul style="list-style-type: none"> <li>• Influence the operational procedures by developing work practices and procedures, methodology, plan and provide advice on policy matters.</li> <li>• Meet all program targets, compliance requirements and KPIs.</li> <li>• Conduct Self – Audit activities as required.</li> </ul>	
<b>Key Result Area 2</b>	<b>Leadership and People Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Demonstrates leadership of teams and is responsible for the effective people management of Area staff, including the development and coaching of direct reports.</li> <li>• Executes workforce planning initiatives, supported by HR and in line with MA wide systems, processes and tools (where appropriate). Responsible for managing resource management and succession planning for the area, including tracking performance against targets.</li> <li>• Demonstrate values based leadership and actively promote values based behaviours throughout program</li> <li>• Responsible for responding to, or supporting Program Managers to respond to, staff grievances and managing disciplinary and performance improvement processes with staff, in conjunction with HR as required, and with the support of the RL</li> <li>• Hold team meetings as required and 1:1 supervision with direct reporting staff regularly as per Mission Australia policy</li> </ul>	<ul style="list-style-type: none"> <li>• Values based leadership is demonstrated and observed by Regional Manager or State Director or State Leader</li> <li>• Employees within the area are supported and managed to perform to their role KPI's, performance targets, contractual requirements, and in keeping with the formal processes and procedures of Mission Australia</li> <li>• Regular meetings are held with team members including team meetings and 1-1 supervision</li> <li>• Workforce planning initiatives are executed in line with Mission Australia wide systems, processes and tools</li> <li>• Appropriate resources management and succession planning for the area is undertaken</li> <li>• Grievances and employee issues are responded to in a timely and thorough fashion with internal support to ensure an effective outcome and mitigate risk</li> <li>• Timely and accurate documentation is completed in line with Mission Australia</li> </ul>

<ul style="list-style-type: none"> <li>• Undertake recruitment, selection of new and replacement staff as necessary in a fair and equitable manner in line with Mission Australia Policy and procedures.</li> <li>• Thoroughly induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures is understood.</li> <li>• Understands the relevant Enterprise Agreement or Award applicable to the service, and ensures the operation of the service is compliant with the terms and conditions in the Enterprise Agreement or Award.</li> <li>• Ensures that employee data and information is up to date and accurate.</li> <li>• Understands the relevant Enterprise Agreement or Award applicable to the service, and ensures the operation of the service is compliant with the terms and conditions in the Enterprise Agreement or Award.</li> <li>• Ensures that employee data and information is up to date and accurate.</li> </ul>	<p>procedures to ensure accurate employee records</p> <ul style="list-style-type: none"> <li>• New staff are onboarded and correctly inducted in a timely manner.</li> <li>• Employee information is collected and stored efficiently and effectively</li> </ul>
<b>Key Result Area 3</b>	<b>Relationship Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Builds and maintains external relationships within the area relevant to MA's priorities, including the Scheme, government, and corporate stakeholders. Including regular engagement in meetings and forums with the NDIA where required.</li> <li>• Manages subcontractors and brokerage for the region</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback is provided as required</li> <li>• Strong professional relationships are built and maintained with relevant external stakeholders, including the NDIA</li> <li>• Strong professional relationships are formed with participants/ customers and stakeholder groups, resulting in beneficial outcomes for all parties</li> </ul>

<ul style="list-style-type: none"> <li>Provides feedback to the Regional Leader or State Leader/State Director on the implementation of Mission Australia's strategy, identifying risks, issues and opportunities.</li> <li>Develop strong internal networks with key stakeholders including HR, Finance, and other managers within the state to drive consistency in the delivery of the program, to share ideas, knowledge and experience.</li> <li>Actively participate in committees as required</li> </ul>	<ul style="list-style-type: none"> <li>Strong professional relationships are built with relevant stakeholders across Mission Australia and collaboration and transparency is championed across the region</li> <li>Strong professional relationships are developed with other managers and key internal stakeholders</li> <li>Active participation in committees or membership bodies within the area</li> </ul>
<b>Key Result Area 4</b>	<b>Financial Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Independent financial management including; compliance with Program budgets, and authorisation of Program expenditure and acquittals.</li> <li>Regular use of the MA financial management system to enable timely and accurate reports to be provided on the service to the Regional Leader or State Director.</li> <li>Providing timely feedback to the Regional Leader or State Director on risks, issues and opportunities.</li> <li>Assist with or prepare budgets.</li> <li>Liaise with MA Finance Business Partner regularly and implement any required actions.</li> </ul>	<ul style="list-style-type: none"> <li>The program budget is compliant with Program budgets and expenditure is within authorised limits.</li> <li>Financial updates and timely and accurate reports on the service are provided as required.</li> <li>Timely feedback is provided to Regional Leader or State Director on risks, issues and opportunities.</li> <li>Assistance is provided to prepare program budgets.</li> <li>Required actions are implemented in a timely manner to ensure compliance with program budgets.</li> </ul>

## 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.

## 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

- Demonstrated knowledge of local community services and existing networks in the community services and/or disability sectors and local area
- Experience in leading teams across multiple service offerings in a defined geography
- Experience in leading teams across a high performance work environment is essential
- Demonstrated ability to deliver business outcomes on time and within budget
- Exceptional communication and interpersonal skills and experience
- Experience in people management and professional development of others
- Experience in managing stakeholder relationships, including government stakeholders
- Demonstrated interest in community and social outcomes and a personal alignment with the culture and values of Mission Australia
- Proven management experience, preferably in community services or disability services
- Tertiary qualification in allied health profession, social work or relevant/ equivalent
- Lived experience of disability, encouraged
- Emotional intelligence, flexibility and resilience
- Able to work and manage within a prescriptive funding framework

### 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

- Understanding and interpreting a complex funding agreement
- Managing teams over a number of working sites
- Creating, maintaining and capitalising on external networks
- Leading teams in a high performance environment



### 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"/>            | <hr/> |

### Approval

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Georgina Snowball

9/07/2020