

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 Manager
Division:	Service Delivery
Reports to:	Executive – Practice, Quality and Performance
Position Purpose:	<p>The Employment Programs Manager is responsible to maintain Mission Australia's delivery of best practice quality, high performing and compliant programs which prepare vulnerable people for participation in the workforce and assist them to obtain and sustain employment.</p> <p>The role works collaboratively with Mission Australia's operational managers of employment programs and supervises an Employment Programs Performance Specialist and a Employment Programs Officer, 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 Manager is to analyse data and other information to gain insights about the quality of the delivery of Mission Australia's 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 quality and Mission Australia's expectations around positive participant experiences.</p> <p>The role is also responsible (with support from the Performance Specialist and Programs Officer) for ensuring performance, administering the national employment 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>quality</u> improvements in employment programs
Key tasks	Position holder is successful when
<p>In collaboration with MA's operational managers:</p> <ul style="list-style-type: none"> • Identify effective strategies to improve the quality of service delivery for employment programs, including thorough analysis of program data and trends, and communicate these to services. • Provide authoritative advice to managers and staff through regular communications, training and/or the Practice Reference Group. • Liaise with MA's Risk & Assurance team regarding contractual or organisational risks. • Facilitate appropriate training of employment service staff, including in liaison with operational managers, MA's Learning & Development function and other parts of the organisation. • Leverage quality improvement initiatives from other Practice Leadership teams to apply to national employment services contracts. • Ensure the participant experience is sector-leading, and improves participant wellbeing. 	<ul style="list-style-type: none"> • Participants express high levels of satisfaction with MA's employment services. • Participants achieve their work readiness, employment and wellbeing goals. • Quality guidance and support is provided to service staff, resulting in them consistently meeting or exceeding KPIs. • Improvement initiatives are reviewed and evaluated. • The team's work is informed by and builds on the service improvement work of other groups in Practice Leadership and other MA business units as appropriate.
Key Result Area 2	Build and nurture <u>relationships</u> with Australian Government funders of employment programs
Key tasks	Position holder is successful when
<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 operational 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 	<p>The following is achieved, with support from the Performance Specialist:</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

<p>to Australian Government agencies, through liaison with internal and external stakeholders.</p> <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>business development perspectives; and advances the organisation's strategic priorities.</p> <ul style="list-style-type: none"> Issues are resolved with funding agencies through a collaborative solutions-focused approach, and respectful relationships are preserved.
Key Result Area 3	Drive and coordinate <u>compliance</u> including reporting requirements to meet and exceed contractual obligations
Key tasks	Position holder is successful when
<p>In collaboration with operational managers:</p> <ul style="list-style-type: none"> Stimulate and guide progress towards compliance with the quality-related requirements in: employment contracts, policies and guidelines; MA organisational policies and procedures; and external accreditations. <p>With support from the Performance Specialist:</p> <ul style="list-style-type: none"> Ensure reports submitted are internally consistent, accurate, timely and to a standard that meets or exceeds the funders' 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 reporting of acquittal and other financial reports. Coordinate funder audits and internal audits with MA's Risk and Assurance Team; and initiate and undertake site-specific compliance audits and service remediation plans as necessary. 	<ul style="list-style-type: none"> Managers and staff have working knowledge of the employment programs' compliance requirements and can readily access advice and comply. External, internal and team-initiated audits and accreditations are managed appropriately. The findings and recommendations from these are used to enhance compliance, quality and performance. The organisation and specific services deliver and achieve excellent audit and compliance results. Risks and issues are identified and appropriate mitigation and response strategies are developed and implemented.
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' revenue, footprint and risk. Identify cross-program contractual issues and trends, for advocacy by MA's senior leaders and Executives with Australian 	<p>The following is achieved, with support from the Performance Specialist:</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.

<p>Government Executives, Ministers and with peak bodies and other sector organisations.</p> <ul style="list-style-type: none"> Support Business Development by identifying and contributing to opportunities for current contract renewal, expansion and new service opportunities within national programs. 	<ul style="list-style-type: none"> Business Development receives accurate, timely and useful input to opportunity development identification and tender writing processes.
Key Result Area 5	Undertake <u>people leadership responsibilities</u>
Key tasks	Position holder is successful when
<p>The role manages two roles: an Employment Programs Performance Specialist; and an Employment Programs Officer. The Officer will undertake work for both the Manager and the Performance Specialist.</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"> manage, develop and coach the Performance Specialist and Programs Officer roles. develop strong relationships with other leaders 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 relationships, with a strong focus on client and business outcomes. contribute, as part of the Practice Leadership management team, to the shared responsibility to develop our people and culture, to further strengthen our values and the shared vision of collaboration. 	<ul style="list-style-type: none"> The two direct reports are meeting or exceeding expectations (or being performance managed), engaged in their role and making a positive contribution to the team and to MA. Evidence of coaching and promotion of development opportunities can be observed. 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. There is a demonstrated contribution to Practice Leadership's culture of integrated, productive working relationships within the team and with MA stakeholders.
Key Result Area 6	Participate in <u>cross functional teams</u>
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 	<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.



<p>service streams, programs or individual services, identifying areas for improvement.</p> <ul style="list-style-type: none">• 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">• The improvement initiatives are implemented through cross-functional teamwork, leveraging existing capability within Practice Leadership and in consultation with other contributors across Mission Australia.
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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. Sound experience in account management, business development, government relations or contract management

3. 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
4. Proven ability to analyse multiple information inputs relating to the quality of service delivery and user experience, and develop solutions and proactive strategies for improving quality
5. Sound knowledge of the operating environment for government funding of employment programs and community service organisations
6. Demonstrated success in collaboration and building strong, respectful and robust relationships
7. Proven ability to communicate complex information, in a simple yet compelling way, both in writing and orally to multiple audiences
8. Proven ability to achieve results through influencing and motivating behaviour change in others
9. Sound judgement and proven ability to exercise autonomy as appropriate, with limited direction from senior leaders.
10. Experience in supervising or working with staff to achieve team goals.

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