

POSITION DESCRIPTION

POSITION TITLE:	MANAGER – EMPLOYMENT OPTIONS
REPORTS TO:	EXECUTIVE MANAGER – CLIENT SERVICES
LEVEL:	CETSS MANAGER GRADE 1
REVIEWED BY:	EXECUTIVE MANAGER – CLIENT SERVICES
DATE REVIEWED:	OCTOBER 2009

Purpose and Vision:

Our purpose is to enhance the lives of people with a spinal cord injury.

Our vision is that people with a spinal cord injury are able to live in an equitable, inclusive, integrated community, independently able to access every aspect of and contribute to the fabric of their region.

Purpose of the Role ...

This position is responsible for the operational management of the Employment Options service with 12 month planning and budgets. This role has financial accountability, operational decision-making and planning responsibility. The Manager will have specialised knowledge in this area, provide expert advice on both a practical and strategic level, is a high level influencer, and is able to align individual department plans with broader Association plans. This role will work with complex problems, often with multiple and competing stakeholders, both internally and externally.

Success Factors for this Role...

<ul style="list-style-type: none"> Ensuring professional, high quality service delivery to the clients and other stakeholders of Employment Options.
<ul style="list-style-type: none"> An effective Employment Options team who have the relevant values, skills, knowledge and competencies to support delivery to clients.
<ul style="list-style-type: none"> To implement the departmental strategic plan by organising people and resources to achieve outcomes within budgetary constraints.
<ul style="list-style-type: none"> Implementation of the departmental business plan, financial budget and operational plans that deliver solutions to improve operational performance.
<ul style="list-style-type: none"> Identification of legislative, industry and labour market changes that may impact on the service and in conjunction with the Executive Manager - Client Services to develop and implement strategies in response to these changes.
<ul style="list-style-type: none"> Case-load management if required.
<ul style="list-style-type: none"> Service receives a 3 Star rating or above.
<ul style="list-style-type: none"> In conjunction with the Executive Manager – Client Services, identify opportunities to develop the Employment Options Service.

Key Performance Indicators for the Role....

<ul style="list-style-type: none"> Employment Options client outcomes are achieved.
<ul style="list-style-type: none"> Employment Options client survey results indicate that quality service was delivered to the client achieving an average of score of 3.61.
<ul style="list-style-type: none"> Meeting service standards set out in contractual arrangements with funding providers.

<ul style="list-style-type: none"> • Evidence of successful management via feedback captured in culture surveys, 360 degree feedback and compliance with people processes.
<ul style="list-style-type: none"> • Strategic projects and outcomes have been completed on time and within budget.
<ul style="list-style-type: none"> • Business excellence strategies have resulted in the overall improvement of the delivery of service measured by client surveys, audit results service specific outcomes.
<ul style="list-style-type: none"> • Evidence that an appropriate decision has been made in relation to matters where external legislative and policy issues have been identified.
<ul style="list-style-type: none"> • Development of the business plan in consultation with their team.
<ul style="list-style-type: none"> • Ensure budget targets are achieved.
<ul style="list-style-type: none"> • Client outcomes achieved as per client case load.
<ul style="list-style-type: none"> • Ensure that service KPI's are met.
<ul style="list-style-type: none"> • 3 Star rating or above achieved.
<ul style="list-style-type: none"> • Service opportunities are identified, developed and implemented.

You will bring to the role ...

Must have (skills, knowledge, behaviour & experience)	Great to have
<ul style="list-style-type: none"> • 3 years' experience in coordination or management of an employment related service. • Experience in managing and leading a team of people. • Proven experience in service development, strategic planning and business planning. • Ability to work and manage in a diverse environment. • Proven experience in working in a client focused environment. • Proven experience developing, managing and monitoring a complex budget. • A willingness to take ownership, be accountable and continually be proactive. 	<ul style="list-style-type: none"> • Experience working with disadvantaged people. • Tertiary qualifications in rehabilitation, Allied Health or Human Services. • Previous experience working within a quality framework.

What you will do in the role...

Operational Management

- Analyse DEEWR documentation and develop a service model which ensures that new Disability Employment Service business is introduced and implemented in a manner that upholds the values of the service, and anticipates and meets the requirements of the funding deed and service contract.
- Preparation of monthly reports, annual reports.
- Develop, manage and monitor the budget, ensuring budget targets are achieved.
- Raising profile of Employment Options through the development of the business plan, marketing plan and presentations at conferences.
- Implement the departmental business plan.
- Organise people and resources to achieve outcomes.
- Identify and develop operational plans and solutions to improve operational performance.
- Compile and ensure adherence to policy and procedures for the Employment Options Team.

Client Service

- Meet service standards set out in contractual arrangements with funding providers.
- Ensure a professional quality service delivery to clients.
- Identification of legislative, industry and labour market changes that may impact on the service.
- Regular, effective monthly reports to the Executive Manager - Client Services including identified KPI's.
- Engage in ethical decision making in the achievement of client and organisational goals.
- Provide strategies to empower individuals and advocate to meet their lifestyle choices.
- Manage a small client case-load if required.

Team Work and Leadership

- Work at a high level in conjunction with specialist providers (eg. Spinal Advisory Service or Lifetec) to facilitate the identification and implementation of effective workplace modifications for people with physical disabilities.
- Create a positive team environment, employing principals of empowerment.
- Monitor, support, develop, train and coach staff.
- Conduct staff performance reviews, identify training requirements, and promote skill development.
- Work effectively with the broader organisation to accomplish the Association's goals.

Workplace Health & Safety

- Eliminate any unsafe work practice(s) that will put yourself or others at risk.
- Report hazards and/or incidents in accordance with Spinal Injuries Association Policies and Procedures.
- Work in partnership with the WPH&S Officer to resolve workplace health and safety issues and develop safety initiatives.

Quality Management System

- Develop policy and procedure to ensure contemporary client service delivery within Employment Options, and compliant practice.
- Keeps abreast of current trends in client service delivery and translates into practice.
- Management of all QIR requests that have been raised within Employment Options.
- Co-ordination of Employment Options internal audits and logistics of external audit.

- Know and abide by National Disability Service Quality Standards, and other relevant professional and legislative standards.

This role can approve and make decisions on...

- Financial decisions within the approved budget.
- Decisions regarding staff performance management.
- Decisions in relation to client service delivery.
- Authorise QIR approval for all Employment Options processes.
- Raise QIR's for any non compliance detected in accordance with the Spinal Injuries Association Continuous Improvement Procedure.
- Stop any unsafe work practice(s) that will put yourself or others at risk.

Agreed by Employee	Date
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Key Selection Criteria

Weighting

5	Proven experience in successfully managing and leading a team of people.
5	Proven experience in working in a client focused environment.
4	Experience in the identification of legislative, industry and labour market changes that may impact on the service and implement strategies in response to these changes.
5	Proven experience in leading the growth and development of a service, particularly in times of intense change.
4	A demonstrated ability to take ownership, be accountable and continually be proactive in the management of a team and the conduct of service.
4	Demonstrated ability to think ethically, laterally and problem solve to meet the needs of clients.
3	Proven experience in strategic planning and business planning.
3	Proven experience managing and monitoring a budget and achieving budget targets.

KEY SELECTION CRITERIA WEIGHTING SCALE

Scale	Definition
5	Extremely important competency. Applicant must be able to demonstrate in-depth experience, skills/behaviours or knowledge to meet this criterion.
4	Very important competency. Applicant must be able to demonstrate specific experience, skills/behaviours or knowledge to meet this criterion.
3	Important competency. Applicant must be able to demonstrate general experience, skills/behaviours or knowledge to meet this criterion.

2	Desired competency Applicant must be able to demonstrate some experience, skills/behaviours or knowledge to meet this criterion.
1	Acquiring competency. Applicant must show willingness to acquire general experience, skills/behaviours or knowledge to meet this criterion.