



Building Lives. Boosting Business.

POSITION DESCRIPTION

POSITION TITLE	Manager Employment Service
STREAM	Service Delivery
CLASSIFICATION	BS – 6 (Orana Enterprise Agreement 2010)
FUNCTIONAL AREA	Various Locations

1. POSITION PURPOSE

Responsible for the management and conduct of the employment service in accordance with policy guidelines and operational procedures as determined by the Board and Executive Management;

Ensure the service is provided in accordance with the national Disability Services Standards and in accordance with any other legislative requirements, including the provisions of the Occupational Health Safety & Welfare Act 1986.

Develop, direct and oversee the service's business operations in line with budget and service plans and consistent with the needs, aspirations and employment preferences of the individual employees;

Liaise with customers, families, government agencies, support groups, educational institutions and other service agencies, and generally promote the service within the local community.

2. POSITION RESPONSIBILITIES

- Responsible for the management of the service's business operations and for the management and efficient administration of the service, including the provision of employment support services and job preparation programs.
- In consultation with the respective Executive Managers, prepare annual budgets and business and service plans, and ensure that the service's performance is regularly monitored and reviewed against plans.
- Assist with the evaluation of the service, and participate as required in the monitoring, assessment and auditing of the service against the national Disability Services Standards.

- In consultation with the staff of the Client Services Team, ensure that individual Vocational Plans are developed for each employee and regularly reviewed; maintain appropriate employee records.
- Coordinate the instruction, support, and training of all employees; implement vocational activities and programs (including job preparation programs) which are tailored to individual needs, preferences and abilities; administer the employee wage system and ensure employee wage assessments are carried out.
- Provide leadership, supervision, and direction to all staff within the service; assist in staff selection and staff training, and carry out an annual performance appraisal of all staff; generally promote and maintain a team approach within the service.
- Liaise with members of the Business Operations and Marketing and Business Development Units in the development of product lines; the procurement of appropriate work contracts, including pricing; carrying out task analysis to ensure that contracts and vocational activities are matched to employee abilities; the development of appropriate production/work methods; and the development of work options to match employee needs and preferences.
- In response to the expressed needs, abilities and job preferences of the individual employees, develop a wide range of employment options (eg work enclaves, work crews, service contracts etc, as well as centre-based options) and provide employees with the necessary support, training and job preparation opportunities to enable them to participate wherever possible in a job of their choice.
- Conduct all business activities in a cost-efficient manner; maintain records of work contracts; maintain appropriate production records and production schedules; take responsibility for controlling the quality of all products leaving the centre and all other work undertaken; ensure that plant and equipment is properly maintained.
- Provide opportunities and appropriate mechanisms for employee participation in the day-to-day running and shaping of the service; ensure that employees have access to information on rights, confidentiality and privacy issues, and ensure that each employee is aware of the appropriate avenues for airing and resolving grievances.
- Liaise with customers, families, government agencies and other staff, support groups and other service agencies, and generally promote the service within the local community.
- Participate in professional training and development as necessary.
- Assist the Chief Executive Officer to make effective the organisation's Quality Policy, practices and procedures as detailed in the Orana Enterprises Quality Manual.

3. REQUIREMENTS OF THE JOB

3.1 Core Behavioural Competencies

Leadership and Team Building

- Inspires individuals and teams to work towards the vision and objectives
- Helps build effective, diverse teams with appropriate competencies and skills
- Aims for performance objectives and team outcomes
- Encourages and coaches the team to achieve results
- Assists the team to develop norms and guiding principles
- Measures and celebrates success
- Supports clear roles and responsibilities
- Participates and contributes to team activities and goals
- Develops leadership competencies in self and others
- Demonstrates awareness of and respects interpersonal differences

Client (Customer) Service and Satisfaction

- Understands and communicates needs of all stakeholders, including clients
- Implements client service standards and plans
- Confirms client satisfaction levels and identifies service issues
- Manages client issues and complaints in a timely and professional manner
- Manages client service feedback as continuous improvement opportunities

Relationships and Business Development

- Develops own and others ideas
- Reinforces internal and external relationship skills
- Manages business networking opportunities
- Manages new business opportunities
- Facilitates mutually beneficial agreements
- Contributes to competitor, market and business risk analysis and planning

Personal Management

- Manages and demonstrates professional work standards and behaviours
- Manages achievement of agreed goals and objectives
- Achievement orientated
- Develops self awareness
- Develops effective time management techniques in self and others
- Sees mistakes as learning opportunities
- Manages products / service quality
- Takes responsibility and ownership of own decisions and actions
- Leads by example

Problem Solving

- Critically views all information and provides feedback to management
- Manages and analyses information
- Manages idea and solution generation to involve relevant stakeholders
- Manages relevant policy and procedural implications of solutions
- Develops team problem solving capability
- Contributes to process improvements and review

Decision Making

- Manages known and potential risks of decisions
- Consults appropriate people to confirm facts
- Facilitates ownership and commitment to decisions
- Manages conflict resolution to achieve effective and expedient outcomes
- Evaluates opinions and consequences
- Accepts ownership of team decisions and outcomes

Planning and Organising

- Contributes to achievement of business team performance objectives
- Manages workloads to meet deadlines
- Achieves desired results from projects, initiatives and programs
- Produces results in line with targets and benchmarks
- Approaches change positively, adjusting behaviour to new situations
- Develops the ability of individuals and the team to accept and work with change
- Supports the development of individual's skills and competence to enable them to fulfil current or future job requirements

3.2 Core Technical Competencies

- An unrestricted driver's licence; Senior First Aid certificate and National Police Offender Clearance certificate is essential.
- Completion of, or willingness to undertake, study in a course relevant to disabilities, such as Disability Awareness or Introduction to Community Services.
- Report writing skills
- Experience working with, and planning around, individuals with an intellectual disability
- Experience in counselling and case management or case coordination
- Relevant community development, service development and project management experience.

- Knowledge of the Commonwealth Disability Services Act 1986 and a commitment to its principles and objectives.
- Knowledge of value systems and cultural differences of people from a diverse range of backgrounds.
- Knowledge of community development principles and practice.
- A management background in the running of a small business, and a sound knowledge of production practices.
- Computer literacy, particularly in Microsoft Word and Excel.
- A knowledge and understanding of local commercial and community networks.

4. REPORTING RELATIONSHIPS

- Accountable to the General Manager, Employment Services.

5. AUTHORITY AND ACCOUNTABILITY

- Authority to work within the scope of the Position Description.

6. OCCUPATIONAL HEALTH, SAFETY & WELFARE

The incumbent must take reasonable care to protect their own health and safety, and the health and safety of others who may be affected by their actions or omissions at work.

In particular, the incumbent must:

- Comply with statutory and organisational requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public.
- Use equipment provided to protect health and safety.
- Follow reasonable instructions given on health and safety.
- Ensure they are not affected by alcohol or another drug so as to endanger themselves or others.
- Report accidents injuries, property damage and health and safety incidents.
- Participate in activities associated with the management of workplace health and safety.

As a Manager of people, the incumbent must:

- Ensure Orana Incorporated's OHS&W program for their area of responsibility is maintained, monitored for its effectiveness and regularly reviewed for its adequacy.
- Ensure Orana Incorporated's OHS&W program for their area of responsibility provides for the systematic identification of hazards and their risk assessment and control.
- Ensure proper induction and training of staff (and employees) occurs, so they may work safely.
- Ensure accidents and injuries are adequately investigated and reported.
- Consult relevant staff (and employees) when planning changes to the workplace, practices, procedures, plant, equipment and substances where these changes may affect the OHS&W of staff (and employees).
- Assist in the rehabilitation of injured staff and employees.
- Ensure OHS&W is a regular Agenda item for staff and employee meetings.

7. PERFORMANCE STANDARDS

The performance of the incumbent will be measured by:

- Achievement is in accordance with Orana's Strategic and Operational Service Plans, and the incumbent's Performance Management Program.
- The extent to which position responsibilities are achieved.
- The degree of professionalism, flexibility displayed.
- Reliability, quality, efficiency and courteousness of services delivered.
- Effective teamwork and contribution to the achievement of team goals.

PRESENT INCUMBENT NAME :
PRESENT INCUMBENT SIGNED :
DATE OF APPOINTMENT :
WRITTEN BY : **Matt Poland**
VERSION NUMBER : **001**
VERSION ISSUE DATE :
NEXT REVIEW DATE :
EXECUTIVE MANAGER APPROVAL : **Tony de Vries**
CEO APPROVAL : **Nicolas Mihalaras**