

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>SITE MANAGER</b>		
<b>COMPANY DIVISION:</b>	<b>genU</b>	<b>UNIT:</b>	<b>MatchWorks</b>
<b>OFFICE LOCATION:</b>	***		
<b>REPORTS TO:</b>	<b>Regional Manager</b>		
<b>SUPERVISES:</b>	Customer Service Officers, Employment consultants, Business Development officers, Employer Solutions Team, Jobseeker services team, Work for the dole Team.		
<b>OTHER PROFESSIONAL RELATIONSHIPS:</b>	<ul style="list-style-type: none"> <li>• General Manager</li> <li>• Program and Regional Managers</li> <li>• Quality Assurance Manager</li> <li>• Site Managers</li> <li>• Head Office Administration Staff</li> <li>• Department of Employment (DoE) and Department of Social Services (DSS) Contract Managers</li> <li>• Department of Health and Human Services (DHHS)</li> <li>• ESAT Providers</li> <li>• Education and Training Institutions</li> <li>• Local Employers</li> <li>• Local Council representatives</li> <li>• Jobseekers</li> </ul> <p>Other agencies including Registered Training Organisations, allied health professionals and social service providers</p>		
<b>CLASSIFICATION &amp; CONDITIONS:</b>	Common Law Agreement		
<b>STATUS:</b>	Full time		

### THE COMPANY

MatchWorks has over 800 staff committed to achieving outcomes for jobseekers from over 200 locations across Australia. We understand the challenges but we embrace the opportunities to make getting people into work an important step in supporting them to realise their dreams.

Our diverse team comes from a range of backgrounds and we look for people who have the energy and life experience to look beyond the resume and connect with employers to build sustainable outcomes.

MatchWorks is part of genU, short for 'Generation You', a respected community organisation that's been 60 years in the making. As a not for profit we are committed to building our local communities and making everyone's lives happier and healthier, especially people with disabilities, the ageing and those experiencing disadvantage.

*Vision:* **To build inclusive communities**

*Mission:* **Create and deliver innovative services that empower people, in the communities we serve, to reach their full potential.**

**GENU VALUES**

<b>VALUE</b>	<b>BEHAVIOURS</b>
<b>Welcoming</b>	You're part of our family
<b>Respectful</b>	We will treat you the way we would want to be treated
<b>Integrity</b>	Earning your trust by always adhering to our values
<b>Courageous</b>	We bravely drive innovation and advocacy to assist you to live the life you choose
<b>Excellence</b>	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

The genU values have been articulated to advise employees about the sorts of behaviours expected of them in the workplace.

**PURPOSES OF THE POSITION**

To manage the activities and staff of the site to ensure achievement of job seeker engagement and outcome targets, whilst providing a quality customer experience for job seekers and employers. This must be achieved in accordance with the jobactive and Disability Employment Services Contracts, Program Guidelines, Disability Service Standards, DOE and DSS Code of Practice and Service Guarantee.

**SUMMARY OF POSITION RESPONSIBILITIES**

**Communication**

- Internal:
  - Conduct regular meetings (minimum monthly) with staff at the site, both in a group forum and individually
  - Liaise with other Site Managers and members of the Senior Management Team to monitor performance and identify areas for service improvement
  - Maintain supportive relationships with managers at other branches of genU
  
- External:
  - Liaise with local community stakeholders to promote business brand, create opportunity, build service reputation and establish referral networks.
  - Liaise closely with other service providers including Centrelink, Job Capacity Assessors and Training Institutions in order to maintain knowledge of and influence activities available to job seekers
  - Participate in relevant industry conferences and training
  - Liaise closely with local employers
  - Maintain helpful communication with DoE, DSS, and DHHS staff and ensure that requests are promptly responded to

**Site Performance**

- Establish, build and consolidate participant caseloads.
- Achieve performance ratings in accordance with key site objectives

- Monitor and manage current trends and forecast future performance levels, developing strategies to improve future performance
- Maintain improving performance in all areas of performance management
- Optimise the share of referrals and ensure that sufficient diary appointments are available at all times
- Ensure that job plans are appropriate, individualised, certified and approved according to jobactive and Disability Employment Services deeds.
- Ensure that all staff are trained and practice MatchWorks job seeker procedures
- Assist with the implementation of job seeker service improvement programs
- Monitor staff caseloads and work levels, ensuring staff are appropriately managing their job seeker appointments in accordance to set program expectations

### **People Management**

- Responsible for the training and development of all staff: skills assessments and individual action plans
- Assist with staff training and site induction programs
- Responsible for the proper management of employee performance and provision of feedback to the Regional Manager about staff performance
- Provide direction, leadership and support in collaboration with the Regional and General Manager
- Address concerns raised by staff in a timely and appropriate manner in line with MatchWorks/genU HR policies and procedures
- Comply with MatchWorks/genU HR procedures when managing employee performance reviews, counselling and disciplinary activities
- Provide direction and control for all direct reports
- Assist in workforce planning and recruitment activities in accordance with MatchWorks/genU policy and procedure
- Ensure that change management is facilitated and applied in an affirmative and professional manner
- Team building and communication activities
- Endeavours to create and maintain a supportive workplace culture with a positive attitude to change management

### **Financial and Asset Management**

Under guidance and direction of Regional Manager:

- Meet site budgets – monitor income and review expenditure to ensure good custodianship of resources
- Monitor staff activities and guarantee that all due and applicable service and outcome income is claimed at the earliest opportunity, and that reverse marketing hours and quotas are met
- Ensure that labour costs are managed properly and steps are taken to reduce costs when and where necessary
- Be proactive in the management of non-labour related operating expenses
- Take all necessary steps to ensure that the site is protected against loss (financial or otherwise), resulting from poor performance or practices
- Ensure that efficient management of document administration is enacted
- Uphold general site maintenance.

Other duties as directed by manager or supervisor.

### **Compliance Management**

- Comply with all MatchWorks/genU policies and procedures

- Ensure that employees are fully aware and compliant with all MatchWorks/genU policies and procedures
- Comply with DES and jobactive contract provisions
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- Actively support business objectives, Regional Managers and the General Manager
- Actively support and action Quality and Compliance matters and the Quality and Compliance team in a timely manner
- Ensure full compliance of workplace occupational health and safety standards, including completion of site orientations and audits as required
- Identify risks and assist in reducing loss of financial resources
- Actively initiate and support division and site development programs
- Ensure that each employee understands and is fully conversant with the objectives of the site and processes and procedures
- Develop and manage relationships with job seekers, DHS, DoE, DHHS, other site managers, Regional and General Managers, Jobactive and/or Disability Employment Services Operational Teams and genU Corporate Services and Strategic Development staff
- Responsible for supporting entrepreneurial business practice, looking beyond existing parameters and methods of operating with the objective of strengthening competitive advantage
- Conduct scheduled monthly audits and provide feedback on identified areas of improvement to staff and Senior Managers

**General**

- Ability to relate to staff from a wide range of backgrounds whilst ensuring they maintain an outcome focused approach
- Display empathy to staff and job seekers
- A high level of interpersonal and written communication skills, including interviewing, assessment and planning skills
- Keep abreast of operational role requirements
- Identify new processes and strategies through industry networks and media
  
- **Other duties as directed by manager or supervisor**

The position is directly responsible to the Regional Business Establishment Manager for key accountabilities and the achievement of Key Performance Indicators

### KEY RESULT AREAS

- Build brand, local networks and service reputation within local communities and business sectors
- Effectively consolidate your teams knowledge and capacity to deliver businesses and strategic objectives
- Provides assistance, support and recommendations to staff and all levels of Management at MatchWorks, with a focus on continuous performance improvement at all times.
- Regularly liaises with DoE/DSS/DHHS, employers and other relevant authorities to maintain positive working relationships and to keep abreast of important information (e.g. contractual variations)Contributes to the achievement of program KPIs, star ratings and individual role objectives
- Closely monitors staff performance, intervening where necessary to ensure that performance outcomes are achieved within expected timeframes
- Acts on feedback from Senior Management, job seekers and stakeholders in a timely manner, to ensure prompt resolution of issues/problems
- Respond efficiently and effectively to job seeker and stakeholder feedback
- Upholds MatchWorks' reputation through the provision of a professional and successful service to job seekers
- *Ensures that all new staff receive a full and comprehensive site induction and relevant in-house training and development within required timelines*
- *Addresses staff performance or conduct concerns in a timely manner, ensuring open communication with Regional Manager and People and Culture department*
- Addresses concerns expressed by staff in a timely and appropriate manner
- *Actively involved in recruitment activities, in accordance with relevant policies and procedures*
- Ensures efficient management of expenditure, endeavouring to reduce costs when necessary.
- Consistently monitors the work practices of staff to ensure proper utilisation of finances and prevention of loss (financial or other)
- Demonstrates adherence to genU and MatchWorks policies/procedures at all times
- Demonstrates commitment to upholding employee responsibilities of WHS policies and other policies and procedures at all times
- Adheres to auditing and records management guidelines, conducting audits on a monthly basis and promptly acting on any identified areas for improvement
- All DoE/DSS program guidelines are adhered to and best practice opportunities are adopted where applicable

### OH&S RESPONSIBILITIES

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

## KNOWLEDGE, SKILLS AND EXPERIENCE

### SELECTION CRITERIA

#### Qualifications:

##### Essential:

- Satisfactory completion of Police Check
- A current Drivers' licence
- Proven experience and performance in the delivery of employment and training services (including placement into ongoing open employment) for people with barriers to employment, such as injury, illness or disability
- The ability to manage and monitor outcomes, targets and budgets
- Demonstrated ability to manage and motivate staff to achieve high quality employment outcomes
- Demonstrated high level professionalism, compliance and attention to detail
- Extensive administrative experience, including high level computer literacy
- Previous experience in interpretation of performance report and strategic planning

##### Desirable:

- Previous experience in establishing, managing and leading a team in a competitive environment, especially within current labour market programs
- Substantial experience in employment services and an understanding of strategies to address barriers to employment
- Proven communication and people management skills, including an understanding of Human Resource policies and responsibilities
- Knowledge of contemporary recruitment practices and procedures
- Capacity to effectively manage time and activity, meeting various business demands in a business set up environment

### CULTURAL FIT

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce.

genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.