

POSITION DESCRIPTION**Communicare Inc.****Site Manager Employment Services**

Position Details	
Position Title:	Site Manager Employment Services
Service Area:	Employment Services
Location:	Various locations
Classification:	Manager Grade 1-2
Salary Range:	Paypoint 1 – 5
Date Approved:	

Position Objective
The purpose of this position is to be fully responsible for the day to day management of the site and ensure all activities are carried out effectively and efficiently. In doing so, the position ensures that the service provided to clients is in accordance with Department of Employment (DoE) contract requirements (including Service Guarantee and Code of Practice), contract KPIs and star ratings are continuously improved in accordance with DoE guidelines and Communicare's ethos.

Organisation Information
Communicare's Aspiration: To create strong, safe and inclusive communities for people to participate to their full potential.
Communicare's Purpose: To inspire and empower people to live a life of their choice in an inclusive community.
Communicare's Values: <ul style="list-style-type: none">• HOPE: Providing an environment, supports and behaviours that inspire a sense of optimism and hope for the future; and stimulating people to believe in themselves see a better life and reach their potential.• OPPORTUNITY: Providing access to services and supports that build skills and pathways, enable people to learn, grow, and build on their strengths and empower them to choose a better future.• PERSEVERANCE: keeping faith in the people we support and leading with courage, passion and commitment to assist them to set goals, overcome the challenges in their lives and celebrate their achievements.• EQUALITY: Sharing a passion for people, embracing diversity and inclusion, valuing the unique value and contribution that all can make, and operating with integrity and respect to provide the opportunity for every person to thrive.



Reporting lines and Stakeholder relationships

- The Site Manager reports to the Employment Relationship and Performance Manager.
- Works with other internal stakeholders as necessary.
- Department of Human Services (Centrelink)
- Job Seekers
- Local businesses/industry contacts (including Employers)
- Community Support Agencies
- Department of Employment.

Position Responsibilities**Primary responsibilities:****Employment Services Delivery**

- Ensure all staff provides appropriate information and assessment for Job Seekers.
- Demonstrate and evidence that established outcomes and KPIs are consistently met and/or exceeded and demonstrate best practice standards at all times. Recommend strategies to address non-achievement of KPIs and performance targets.
- Monitor and report against local Employment Region (ER), Labour Market Region (LMR) and National averages and develop/implement strategies relative to each performance period ensuring that site performance exceeds the average.
- Monitor and report quality, compliance and case management standards of service provision.
- Identify gaps in service delivery and provide recommendations to the Employment Relationship & Performance Manager (ERPM).
- Attend to all complaints (internal & external) and refer formal complaints to the ERPM.
- Evidence networking and continuous development of community linkages that benefit Job Seekers needs and complement and enhance staff activities.
- Attend and contribute to regular meetings with other Site Managers and Employment Relationship & Performance Manager.
- Work with management team to assist in business planning/improvement, tendering and other related issues as required.
- Carry out other operational management duties as directed by Communicare Management Team (CMT).

Administration

- Provide monthly performance reports on commencement and outcome performance and on progression of site toward or achievement of set targets (stats) etc.

- Monitor staff to ensure the completion of all administrative tasks as required, including but not limited to, order forms, data entry, file notes, PR's, letters/correspondence, appointments.
- Ensure the maintenance of all client files and records – making sure they comply with Communicare and Department of Employment's (DoE) requirements.
- Approve staff timesheets, order forms, expenditure requests, and petty cash forms as appropriate.
- Reconcile and maintain the site's petty cash register.

Compliance

- Develop a good working knowledge of the DoE Contract (i.e. jobactive programme); be familiar with its interpretation and application.
- Comply with and effectively operate within all of Communicare's policies & procedures in accordance with your personal employment contract.
- Comply with and effectively operate in accordance with DoE (and other funding body) policies, procedures, guidelines and contractual obligations (i.e. jobactive organisations).
- Comply with and effectively operate in accordance with Communicare's processes/policies specifically developed for the Employment Services function.
- Responsible for monitoring, reviewing and verification of all claim criteria, including details relevant to the lodgement of claims and ensure they meet the minimum requirements as determined by DoE.
- Ensure an audit methodology is maintained across all jobactive documentations and practices.
- Ensure site is presented in a compliant manner for DoE monitoring visits/audits as and when required and assist in the preparation of responses as a consequence of the visits/audits.

Marketing

- Deliver respectful and quality practice to Job Seekers to positively reflect Communicare's customer service focus.
- Actively market and report Communicare's employment service to business and industry in order to secure vacancy opportunities.
- Develop and maintain close and collaborative network links with government and non-government agencies (e.g. Centrelink).
- Develop and manage the implementation of innovative site marketing strategies.

Site Responsibilities

- Oversee and approve Employment Fund (EF) expenditure.
- Contribute to site performance relevant to DoE identified KPIs (Efficiency, Effectiveness and Quality).
- Offer assistance to other site members and support them in reaching their performance targets – actively participate in achieving site targets.
- Maintain a motivating team environment.
- Site Managers are responsible for the maintenance and professional presentation of the site.

Staff Supervision and Management

- Delegate and coordinate work with staff according to workload, staff competence and program requirements.
- Coordinate staff to ensure the best use of resources and workflows.
- In consultation with Learning & Development Coordinator, organise regular training sessions for staff.
- Manage and monitor employees' performance on a daily basis.
- Participate in Communicare's performance review system including monthly and annual staff development reviews.
- Promote staff compliance with Communicare's Vision and Value Statement, policies and procedures.
- Provide recommendations for professional development opportunities to staff (where available and appropriate) and ensuring the maintenance of service provision standards.
- Ensure staff attend training sessions as and when required.
- Motivate and facilitate team work amongst staff members. Provide work-related advice and support to staff when required.
- Conduct site meetings on a regular basis.

Personal Development & Training

- Ensure skills and competencies are maintained to deliver high quality support to Job Seekers.
- Participate in staff performance reviews and development programs.
- Update and expand knowledge through internal training sessions (e.g. DoE online training – Learning Centre).
- Attend external training delegated and identified to ensure continuous improvement in service provision.

Other responsibilities:

- Other duties as directed by the Employment Relationship and Performance Manager.

Communicare Competencies

The Site Manager will be expected to demonstrate the following competencies in how they perform their role.

Competency	Expected Behaviours
Achieves Results	<ul style="list-style-type: none"> • Identifies and assesses customer needs • Develop solutions and respond to customer needs • Assumes shared accountability for improving service delivery • Responds in a timely manner
Communicates and collaborates with others	<ul style="list-style-type: none"> • Identifies issues and offers solutions • Listens and obtains context before determining required actions

	<ul style="list-style-type: none"> • Willing to help others
Builds sustainable relationships	<ul style="list-style-type: none"> • Builds and maintains effective working relationships with customers and colleagues • Fosters cooperation and collaboration in others through trust-building and relationships
Deals with ambiguity and complexity	<ul style="list-style-type: none"> • Consults with others during various phases of the problem solving process • Gathers and organises data to support the problem solving process. • Analyses data to generate potential solutions.
Accountable for	<ul style="list-style-type: none"> • Providing a professional service to the business. • Maintaining confidentiality
Inspires a sense of purpose and direction	<ul style="list-style-type: none"> • Fosters partnerships towards a shared vision

Selection Criteria

Required Education/Licences/Certificates

- Tertiary qualifications in a relevant field with experience in employment services or extensive experience as a senior employment consultant or similar role.
- Unrestricted drivers' licence
- Satisfactory Police clearance (not older than 6 months from the issue date)

Relevant skills, experience and knowledge

- Ability to manage operational activities, deliver desired program outcomes whilst maintaining excellent service quality.
- Ability to inspire, motivate, coach and lead members of your team and Job Seekers.
- Experience in change management and the ability to work within contract and compliance obligations.
- Ability to develop and sustain successful business partnerships.
- Highly developed verbal and written communication and interpersonal skills.
- Strong time management, administrative, organisational and presentation skills.
- Well-developed negotiation, advocacy, conflict resolutions skills and the proven ability to utilise these to effectively address customer enquiries and to prevent or to settle disputes.
- Sales/Marketing understanding and experience – the ability to develop, refine and implement action plans, proposals and reports to ensure continuous improvement in service provision.
- Computing skills –intermediate/expert knowledge of various computing packages (including MS Office).

- Knowledge of and experience within employment services – understanding of its operations.
- Knowledge of the requirements of different industries and occupations.

Agreement to this Position Description:

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

Manager/HR Signature: _____

Date: ____ / ____ / ____

