

Job Profile



Position Title: Transition to Work Manager

Portfolio: Work

Reports to: State Operations Manager

Employee:

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

Approved / Authorised by: Chief Operating Officer – Employment and Education

Employee Signature: _____ **Date:** _____

Job Focus

Lead and proactively manage the day-to-day operations of the Transition to Work (TtW) service to ensure the effective delivery of client services and successful achievement of contractual requirements.

Work collaboratively with areas across SYC to achieve compliance standards, revenue targets and effective client outcomes.

Provide effective leadership and management to employees.

KRA 1 – Operations

KRA 1.1 – Management

- Manage the day-to-day operations of cost-effective service delivery to young people as described in funding guidelines and in accordance with the SYC TtW service delivery model.
- Manage and provide direction to the service delivery team to achieve all agreed KPIs and organisational objectives.
- Build viable long-term partnerships with external stakeholders in your region to enhance service delivery and manage relationships to ensure the best interests of both clients and SYC are promoted.
- Work collaboratively with other employment services managers to:
 - maximise the performance of the TtW contract / funding agreements, and
 - identify and analyse TtW operational performance shortfalls and formulate strategies for corrective action.
- Monitor the effectiveness of TtW processes and work practices to ensure they meet the needs of key stakeholders, including young people.
- Contribute to and support the strategic direction and goals of SYC's employment services, including developing and implementing work plans and achieving specified outcomes.
- Manage the program budget to ensure services are financially viable.
- Identify and work to mitigate all risk to SYC, including but not limited to risk associated with finance, operations, employees, Health & Safety, and compliance.
- Proactively communicate with management to report issues in a professional and timely manner.

- Provide reports as required to senior management in a professional and timely manner.
- Provide input into and full support for the strategic direction and goals of SYC's Employment Services.
- Develop and maintain one's required professional knowledge of areas including but not necessarily limited to the Transition to Work Deed as amended from time to time.
- Approach all duties with a sense of urgency.

KRA 1.2 – Organisation Responsibilities

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisation's values of passion, trust, quality, teamwork, and courage.
- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

KRA 2 – Leadership

- Lead and proactively manage team members.
- Manage and provide training and assistance to employees.
- Recruit team members as required in line with current SYC Policy and Procedure.
- Promote and ensure an understanding by employees of the required strategic and operational direction of the department.
- Empower employees to make efficient and effective decisions in a timely manner.
- Identify and manage employee performance issues as they arise and conduct performance reviews in line with current SYC Policy and Procedure.
- Support the personal and professional development of employees.
- Build and maintain a collaborative culture effective in the attraction and retention of SYC's valued employees.

KRA 3 – Compliance

- Always operate, comply, and behave in a manner consistent with both the letter and the intent of:
 - SYC's policies and procedures, including but not limited to:
 - Code of Conduct
 - Privacy Policy
 - Keeping Children and Young People Safe Policy
 - Sexual Harassment Prevention Policy
 - Acceptable Use of Technology Facilities Procedure; and
 - Social Media Policy.
 - all relevant quality systems as amended from time to time; and
 - all relevant contracts, agreements, standards, legislation, and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
 - conducive to the acceptance and implementation of workplace diversity
 - free from discrimination and harassment; and
 - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills, or other characteristics.
- Support workplace gender equality by treating everyone equally and fairly.

KRA 4 – Safety

Employee Responsibilities:

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

Manager Responsibilities

As per all employee health and safety responsibilities **and** including:

- Ensure risk management activities in your area of responsibility are implemented, regularly monitored and maintained.
- Ensure health and safety reporting is completed and provided in a timely manner.
- Respond to hazard and incident reports and ensure investigations are conducted promptly and appropriate corrective actions implemented.
- Participate in health and safety consultation activities and ensure employees are provided with relevant health and safety information.
- Ensure all employees follow emergency procedures.
- Ensure all employees are provided with information, instruction, training and supervision to effectively and safely perform their work duties.
- Ensure injury management procedures are implemented effectively and return to work programs are followed.
- Report to Management any matters which affect the health and safety of the work environment or the effective operation of the health and safety system.

Qualifications and Experience

- Proven experience in managing and leading a successful result driven team in a contract compliance environment is highly desirable.
- Proven experience in the Employment Services industry is highly desirable.
- Experience working directly with internal and external stakeholders, including management, employers, and industry representatives is highly desirable.
- A tertiary qualification in business, management or other relevant discipline is desirable.

Skills and Knowledge

Able to effectively demonstrate the following skills:

- Leadership:
 - Lead a team and work in a collaborative team environment, along with a willingness to share information/knowledge with others.
 - Plan, organise and establish a course of action for self and others to accomplish specific goal(s) and achieve quality outcomes.
 - Inspire employees in the team to share ownership for achieving objectives and creating a stable and productive work environment.
 - Provide timely and constructive feedback to employees and peers and support the professional development of employees.
- Manage change and innovation in service provision and support continual improvement.
- Time management and organisation skills, able to plan and coordinate resources to meet service delivery and business needs and successfully achieve set targets within deadlines.
- Interpersonal, conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions to problems.
- Communication:
 - Written and verbal, including the ability to produce written documentation of a high quality, including emails and reports.
 - Able to grasp complex concepts and to communicate clearly and concisely to others.
 - Able to build and maintain positive working relationships with key internal and external stakeholders, including management at all levels.
 - Engagement skills and the ability to develop effective cross-cultural relationships and be respectful and responsive to the needs, values, and experiences of others.
- Computer literacy including the use of Office365 software.

Able to demonstrate working knowledge and understanding of:

- Government Employment Services, contractual requirements and KPIs.
- Training and employment options available to young people.
- Health and Safety legislation.

Key Attributes

- Demonstrates high level of honesty, integrity, and confidentiality.
- Willingness to take responsibility for decisions and actions.
- Shows respect and sensitivity towards people from diverse cultural backgrounds, and a willingness to learn, be flexible and adapt one's approach to suit the environment.
- Demonstrates awareness of one's own culture, values, and biases and how these may affect interactions with others.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.



Special Requirements / Conditions:

- To hold and maintain the applicable state clearance to work with children is an essential requirement for this role and continued employment with SYC.
- Some out of hours work and intrastate travel may be required.
- Possession of a current valid Driver's Licence and willingness to drive is essential.
- Where a motor vehicle allowance is paid for the use of the employee's personal vehicle for work purposes, the employee's vehicle used must have a safety rating of 4 or 5-star ANCAP or EURO-NCAP to be used for SYC business purposes.
- Prepared to work from, or be located at, any SYC site is required.