

Senior Manager - Employment Services

Organisation Background

YWCA NSW is a dynamic organisation delivering a range of innovative community programs and services across the Sydney region and NSW. YWCA NSW supports vulnerable people in those critical transitional periods in life when they are more prone to fall through the gaps. We develop skilled and contributing individuals and support their families to create secure and resilient relationships to build healthy, inclusive communities that are able to thrive.

The Role

We have an exciting opportunity for a Senior Manager – Employment Services to be a dynamic driver of business in our South West Region office. You will be responsible for managing YWCA NSW's Job Services Australia (JSA) contract and other associated employment services contracts in the Macarthur region. These contracts are currently under the auspice of Job Futures Australia and contribute to the independent funding of YWCA NSW's mission of supporting people at critical times.

You will be expected to:

- Contribute to the development of the strategic direction of the JSA
- Be responsible for the regular and ongoing business and financial reporting as required by YWCA NSW Management, Job Futures Australia and DEEWR
- Manage the physical site (currently at Queen St in Campbelltown) to ensure it meets the WHS compliance
- Responsible for the wellbeing, support and motivation of all staff, volunteers and employees on the site and the oversight and management of the JSA staff

The Successful Candidate

Leading a large, experienced team, you will have demonstrated experience in:

- Managing a high performing JSA site achieving outcomes and contract KPIs; including responsibility for budget development, the P&L, marketing, customer service and staff engagement
- Business development; sound labour market knowledge and ability to develop and influence industry networks
- Excellent written and verbal communication and well developed negotiation skills

Position Description

| 1. Position Details | |
|---------------------------------|--|
| Position Title | Employment Services Manager |
| Grade | D |
| Team | Job Services Australia – Employment Services |
| Reporting Position | Head of Community Services and Programs |
| Positions Reporting to this one | JSA Coordinator; IEP Project Coordinator (until 30/6/12), Stream Service Team Leaders, Site Administration Supervisor; Accounts Officer |
| Status | Permanent Full Time |
| Location | South West Region Office – 166 Queen Street Campbelltown |
| Date of last review and update | |
| Other | Total Package includes Base Salary, Superannuation, Salary Continuance Scheme, Leave Loading and company vehicle |
| Values | We have INTEGRITY , We CARE , We are BOLD |
| Core Competencies | Commitment to YWCA NSW's Vision and Values Leadership, Teamwork and Communication Goal Achievement and Focus Relationship and Outcomes Driven Working Smarter and Adaptability |

| 2. Job Level Alignment | | | | | |
|---------------------------|--------------------------------|-----------------------------|---|-----------------------------------|------------------------------------|
| JOB LEVEL | TIMEFRAME | IMPACT | LEADERSHIP | CONCEPTUAL | FUNCTIONAL |
| Level D Manager | 1 year and functional projects | business impact beyond team | functional direction of team and others | determines functional improvement | wide and deep functional knowledge |

| 3. Primary Purpose of the Role |
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| <p>The primary purpose of this role is to manage YWCA NSW Job Services Australia (JSA) contract and all other associated employment services contracts in our South West Region (SWR) to achieve the outcomes as detailed below in the KRA section of this document. These contracts are currently under the auspices of Job Futures Australia and contribute to the independent funding of YWCA NSW's mission.</p> <p>The role contributes to the development of the strategic direction of the JSA which is driven by the CEO and Board and supported by Head of Community Services and Programs as well as other Executive Managers. It is also responsible for the regular and ongoing business and financial reporting as required by YWCA NSW Management, Job Futures Australia and DEEWR.</p> <p>The Employment Services Manager role is to manage the physical site (currently at Queen St in Campbelltown) to ensure it meets the WHS compliance. It is also responsible for the wellbeing of all staff, volunteers and employees on the site, and the oversight and management of the JSA staff.</p> |

Together with the Senior Manager Community Programs SWR and the RTO Manager, this is a key leadership role in the South West Region of YWCA NSW. It is responsible to ensure our values and brand are appropriately safeguarded and our people's health and professional responsibilities are supported.

4. Key Result Areas

The 4 main Key Result Areas for the Employment Services Manager are as follows:

Day to day management and reporting of the JSA and all other associated employment services

- Management and reporting of business and financial performance against forecast, variances, outcomes, star ratings etc
- Adherence contractual obligations including all policies and procedures
- Understanding of and training on JSA Contract obligations and knowledge
- Achievement of monthly and annual revenue and profit targets
- Supervision of Customer satisfaction levels

Management of the local physical site

- Site operations including administration and finance
- Compliance with YWCA NSW policies, Code of Conduct, values and practices and legislative governance including WHS with particular emphasis on transparency, impartiality, accountability and record keeping.

Contribution to the strategic direction of SWR, particularly JSA contracts

- In conjunction with the Head of Community Services and Programs, the Senior Manager Community Programs SWR and the RTO Manager, Development and delivery on an approved Business Plan (Local Delivery Plan) for the current financial year
- Development and delivery of the annual operating budget within the agreed financial framework
- Develop networks and build partnerships in the Macarthur region to maintain a competitive advantage
- Ensure promotion and presentation of the JSA through the establishment and maintenance of relationships with all relevant stakeholders, including employers, support services, community networks, suppliers; other JSA providers, DEEWR and Centrelink which supports increased opportunities for job seekers.

Staff Management:

- Lead, motivate, support and supervise JSA Team, through the provision of leadership
- Develop the team capability to be a high performing team with a focus on succession planning, ongoing staff performances through regular appraisals and management of key performance indicators, ensuring all staff also understand their obligations within the contract
- Manage the client interface (includes job seekers, employers, support services) with the JSA including Reception, Employment Advisors and Post Placement Support Team

Other duties as directed

5. Skills, Knowledge and Experience

- Managing a high performing JSA site achieving outcomes and contract KPIs; including responsibility for budget development, the P&L, customer service and leading staff
- Business development capability; sound labour market knowledge and ability to develop and influence industry networks
- Excellent written and verbal communication

Employee Name: _____

Employee Signature: _____

Date: _____

Manager Name: _____

Manager Signature: _____

Date: _____

To apply, please send your resume, together with a covering letter addressing the Key Result Areas contained in the Job Description, outlining your knowledge, skills and experience to hr@ywcansw.com.au