

# Team Leader

Honouring God, Serving People, Building Hope.

## Lismore – Disability Employment Network Services

Reporting to the Operations Manager – Employment Services and working within a cohesive management structure, you will have responsibility for the operation of the branch, including achievement of high quality services, financial and performance targets. You will achieve a high level of customer service standards and maintain positive relationships with key stakeholders.

### Essential criteria and key accountabilities include:

- Demonstrated empathy for and understanding of unemployed people facing issues from diverse backgrounds and circumstances
- Ability to undertake client assessment, provide support and referral services to assist clients to generate positive outcomes
- Exceptional leadership skills and the ability to promote a strong team culture
- Proven ability to build positive relationships with key stakeholders
- Ability to interpret and comply with complex contracts
- Capacity to contribute to site budgeting and monitor financial achievement
- Understanding and the application of OH&S, EEO and Privacy requirements and principles
- Current driver's licence

### Desirable criteria:

- Demonstrated experience in the Disability Employment services sector
- Tertiary qualifications in human resources, management or other relevant field

Written applications MUST address essential and desirable criteria to:

Damon Munt  
Operations Manager  
Wesley Uniting Employment

[wue.jobs@wesleymission.org.au](mailto:wue.jobs@wesleymission.org.au)

Enquiries can also be sent to the above email address.

Applications close: 5.00pm 3 July 2009



**Be Challenged: Change Lives**



# Branch Management

## Wesley Uniting Employment

*This position description should be read in conjunction with the Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.*

### **1.0 OBJECTIVE**

- 1.1 Provide operational management of the Branch, ensuring passionate care for unemployed people and the creation of community, business and government partnerships that help people into meaningful jobs

### **2.0 BASIC JOB FUNCTION**

- 2.1 Oversee the implementation of WUE policies and procedures at the Branch, ensuring that the Branch cares for, helps, and achieves meaningful jobs for unemployed people.
- 2.2 Manage and motivate a team of staff that are passionate, engage with unemployed people, build hope and operate in a joined up manner.
- 2.3 Build and develop strong partnerships with local stakeholders, including community, business and government.

### **3.0 RELATIONSHIPS OF THE BRANCH MANAGER**

- 3.1 Reports to the Operations Manager
- 3.2 Works with:
- Unemployed People
  - Staff at the Branch
  - Branch Leadership teams of nearby Branches
  - Wesley Mission Sydney staff
- 3.3 Liaises with Uniting Church staff, and community, business and government stakeholders as required.

## 4.0 CONDITIONS

4.1 The location/s to which an employee is assigned is determined by the needs of the organisation. Wesley Mission reserves the right to relocate employees accordingly

## 5.0 BRANCH MANAGER RESPONSIBILITIES AND ASSESSMENTS

### 5.1 **Our Clients**

5.1.1 Care – Ensure efficient and effective practice in commencing, assessing, reviewing and engaging unemployed people

*Measures:*

- *Commencement Rates, Direct Registrations & Market Share*
- *Assessment and plan completion rates & individualisation*
- *Reviews and contacts completed per contractual requirements*

5.1.2 Help – Ensure efficient and effective practice in hope building, equipping, learning and the participation of unemployed people

*Measures:*

- *Efficiency & Effectiveness of Job Search Training*
- *Learning / Training signup rates and educational outcome rates*
- *Participation value for money and outcomes achieved*

5.1.3 Jobs – Ensure efficient and effective practice in joined up partnerships, opportunity creation, best fit placements and support after placement

*Measures:*

- *Opportunities created (repeat business, suitability, cost per opportunity)*
- *Best fit placements (volume, types of clients placed)*
- *Support after placement (retention rates, outcome rates)*

### 5.2 **Our People and Culture**

5.2.1 Employee Engagement – Motivate and manage staff so that they are passionate, engaging, hope builders for unemployed people; and joined up within our own organisation and with stakeholders

*Measures:*

- *Retention Rates*
- *HCM Survey Results*

5.2.2 Knowledge Accessibility – Provide staff with the knowledge needed to achieve our purpose statement, and processes to share best practice

*Measures:*

- *Staff Participation in Information Sharing Practices*
- *HCM Survey Results*

**5.2.3 Leadership Practices** – Communicate openly and honestly with staff, provide leadership at the Branch

*Measures:*

- *HCM Survey Results*

**5.2.4 Learning Capacity** – Ensure staff have the skills and training necessary to perform both the roles they are in and to prepare for their career goals

*Measures:*

- *Training Need Assessments completed and identified training completed*
- *HCM Survey Results*

**5.2.5 Workforce Optimisation** – Effective staff recruitment and safe working environments

*Measures:*

- *Injury Days Lost*
- *HCM Survey Results*

**5.2.6 Joined up Thinking and Practice** – Attend functions, committees, projects meetings and worship services as directed by the Executive Manager.

## **5.3 Our External Stakeholders**

**5.3.1 Stakeholder Satisfaction** – Ensure community, government and business stakeholder needs and contractual requirements are met.

*Measures:*

- *Client Feedback: Complaints and Customer Satisfaction Surveys*
- *Business and Community Feedback*
- *Government Feedback: Monitoring Reports, Performance Assessments*

## **5.4 Our Resources and Systems**

**5.4.1 Control Systems** – Implement and adhere to contract compliance and risk minimization procedures and systems

*Measures:*

- *Instances of fraud and claim/fund repayment*
- *Recurrent audit issues*
- *Implementation of corrective Action Plans*

**5.4.2 Reporting** – Meet all internal and external reporting requirements

*Measures:*

- *Completed scorecards for the Branch*
- *Timely response to funding body queries including monitoring reports*
- *Other reporting completed as required*

**5.4.3 Fiscal Management** – Make efficient and effective use of assets, minimize expenditure and maximise revenue at the Branch

*Measures:*

- *Return on Income*
- *Achievement of budget targets*

## 5.5 Personal

### 5.5.1 Professional Development

*Measures:*

- *Completion of personal PR&DP at least annually*
- *Understanding of the application of the EEO, Affirmative Action, and Privacy Act, Occupational Health and Safety Act and other relevant legislation*
- *Completion of Induction and Orientation Program and any subsequent updates / training*
- *Attend conferences, seminars and training courses as identified in the PR&DP and as directed by the Executive Manager.*

### 5.5.2 OHS&IM - Comply with obligations and responsibilities of “Occupational Health and Safety Act 2000” and the “Workers Compensation and Injury Management Act 1998” as an employee and a supervisor and manager.

*Measures:*

- *Regular risk assessments and hazard identification at all and appropriate action in response to identified issues*
- *Reporting of all hazards and injuries through the normal process as set out in the Wesley Mission’s Occupational Health, Safety and Rehabilitation Quality Management System and site procedures.*
- *Compliance with return-to-work programs and prompt return of injured employees to the workplace including timely completion of required forms and paperwork*

### 5.5.3 Other Duties – Undertake other activities as directed by the Operations Manager.

# Duty Statement

## Branch Manager Wesley Uniting Employment



## Operations & Support Network

### Agreement

I have read and understood this Duty Statement and agree to comply with these obligations in my role of Branch Manager Grade < **Enter number 1, 2 or 3** >

\_\_\_\_\_  
*Signed – Branch Manager*

\_\_\_\_\_  
*Signed – Operations Manager*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Date*

## Duty Statement – Branch Manager Wesley Uniting Employment

*This duty statement should be read in conjunction with the Employment Consultant Position Description, Mission's Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.*

**Note: Managers may delete sections not relevant prior to printing**

### Branch Leadership

	Eligible Grades	"Y" to Select
Monitor information systems to maintain awareness of internal and external agency changes to procedures and documentation to ensure the dissemination of appropriate information to relevant personnel	1,2,3	
Co-ordinate the development, implementation and evaluation of programs and / or services of branch service. This includes reporting on program performance & preparation of funding proposals and budgets on behalf of WUE.	1,2,3	
Monitor and review financial results of the service and ensure contractual claims, use of petty cash and client purchases are made in accordance with WUE and contracting agency requirements	1,2,3	
Provide updates on service performance issues and prepare reports and submissions as required including completion of monthly scorecards	1,2,3	
Exercise a staff leadership and mentoring role and support other employees of the service. This may include the co-ordination of inducting new employees, training and other human resource development strategies and co-ordination of work tasks and responsibilities	1,2,3	
Achieve KPI & outcome targets as set by the Operations Manager	1,2,3	
Ensure appropriate allocation of clients to consultants	1,2,3	
Conduct routine monthly audits, sampling and checks of staff to ensure contractual compliance, best practice and targets are being achieved. Apply corrective action where appropriate	1,2,3	
Complete, implement and review Action Plans from external (DEEWR) and internal (WUE & WM) audits.	1,2,3	
Coordinate and/or conduct team meetings to discuss relevant issues and best practice	1,2,3	

**Reception / Admin and Intake**

	Eligible Grades	"Y" to Select
Oversee and review reception and telephonist duties including the accurate provision of information	1, 2 ,3	
Oversee and review Support client activities in the open access area	1, 2 ,3	
Oversee and review office staff duties and / or support roles	1, 2 ,3	
Oversee and review initial (group or one-to-one) sessions and assessment activities with the newly unemployed	1, 2 ,3	

**General Casework**

	Eligible Grades	"Y" to Select
Oversee, review and conduct general casework activities to ensure staff actively work with clients to commence them, conduct assessments, formulate individualised plans, undertake reviews and contacts with a job focus and help them gain meaningful jobs	1,2,3	

**Outreach Casework**

	Eligible Grades	"Y" to Select
Oversee, review and conduct the youth outreach function to ensure active Liaison and visitation of community groups and youth meeting points to identify and enable high risk youth to commence in our service	1,2,3	

**High Needs Casework**

	Eligible Grades	"Y" to Select
Oversee and review additional client services – additional contacts for new commencements, mentoring, case conferencing and pre-assessment support	1,2,3	

**Work Experience**

	Eligible Grades	"Y" to Select
Oversee and review that staff are liaising with employers and community groups to organise work experience, work placement and industry support	1, 2 ,3	
Oversee and review the supervision of clients undertaking group work for their work experience requirements	1,2,3	

**Partnership Development**

	Eligible Grades	"Y" to Select
Oversee, review and conduct marketing of WUE job placement / work experience services to potential employers.	1, 2, 3	
Oversee, coordinate and conduct marketing activities on behalf of clients to employers and organisations as required	1, 2 ,3	
Oversee, review and liaise with the public, employers,	1, 2 ,3	

training organisations, community organisations, government bodies and other agencies (as per Wesley Uniting Employment's Communication Flowchart and in keeping with our Vision and Values)		
Oversee, review, develop and implement strategies to ensure community, business and government partnerships and represent WUE in these partnerships	1,2,3	

### Reverse Marketing

	Eligible Grades	"Y" to Select
Oversee and review the negotiation of individualised work experience, job placement and support services on behalf of clients through reverse marketing activities.	1,2,3	

### Placement Matching

	Eligible Grades	"Y" to Select
Oversee and review the matching, referral and placement of jobseekers into appropriate jobs / work experience	1, 2, 3	
Oversee and review the marketing and negotiation of individualised work experience, job placement and support services on behalf clients to employers	1,2,3	

### Post Placement Support

	Eligible Grades	"Y" to Select
Oversee, review and conduct support of clients placed with external stakeholders for work experience or employment.	1,2,3	
Oversee and review the support of stakeholders and employers hosting clients	1,2,3	

### Other Responsibilities

	Eligible Grades	"Y" to Select
Attend such functions, meetings, seminars and training courses as directed by your supervisor	1, 2 ,3	Y
As an employee of WUE meet all contractual obligations in accordance with Contracting Agencies requirements and WM / WUE policies & procedures	1, 2 ,3	Y
Provide a quality service to all clients, employers and Contracting Agencies to the standard required by the Codes of Conduct. This includes the effective and timely response to complaints received.	1, 2 ,3	Y

# Our Vision

To be at the heart of our community where everyone has the opportunity to live a whole and productive life.

# Mission Statement

Serving People, Building Hope, Honouring God.

# Our Values

Out of Christian love and compassion we are driven by:

- Christlike Servanthood
- Unfailing Integrity
- Courageous Commitment





## Applicant Information Sheet

### **THE HISTORY OF WESLEY MISSION**

Wesley Mission has its origins in the first Methodist Church formed in Sydney in 1812. Originally established as the Central Methodist Mission, the organisation focused on social justice and evangelism for the poor and needy people of Sydney.

The Uniting Church was created in 1977 from a union of Methodist, Presbyterian and Congregational Churches. The Central Methodist Mission became the Wesley Central Mission (and subsequently Wesley Mission).

Wesley Mission provides services across Sydney. These services are available to all people and are not discriminatory or judgmental of any persons' beliefs or lifestyle.

The services offered by Wesley Mission cover many areas and are based in a worshipping congregation which provides pastoral services, worship, media outreach through television and radio, counselling and chaplaincies. With over 3000 staff the work of the Mission continues to grow at a significant and consistent rate.

### **EMPLOYMENT SELECTION CRITERIA**

All applicants must address the selection criteria.

The selection panel will undertake an assessment process which will match the requirements of the position with the abilities, qualifications and experience.

The selection criteria, therefore, provides the basis of selection (on merit). The key selection criteria will generally be described as essential and desirable qualifications/experience and will be directly related to the job description.

The selection criteria are developed so as to be objectively measurable, non-discriminatory and available to all job applicants. Merit based selection forms part of this organisation's EEO program which assists with increased expertise and productivity, reduces staff turnover and maximises the size and quality applicant pools.

### **WESLEY MISSION FIVE POLICY POINTS**

1. **Evangelism** – The Mission lives by evangelism. It seeks to reach the people of our community who are in need.
2. **Worship and Service** – The worship of God and the service of human need belong together. Today through more than 450 caring centres and services, the Mission ministers to the needs of Australia.
3. **Friendship and Care** – There is an endless need for friendship and caring for people in Australia today.
4. **Social Justice** – The Church, which ministers in providing welfare to the social needs of a community, must also be involved in social justice. We speak out on social, economic, political and environmental issues.
5. **Communication** – The Church uses every means of modern communication to reach the community. Just as Paul used the great highways of the Roman Empire to take the Gospel to all the known world, so we use the printed word, television and radio programmes, videos and the internet to take the message of the Gospel to as many people as possible throughout the world. Because we are a Christian Church, all staff are expected to speak and behave in accordance with Christian standards and set an example by joining in appropriate worship services and such devotional acts as a Centre may be conducting.

## How to apply

Selection for Wesley Mission positions is based on merit. This means that the person whose skills, knowledge and experience best match the position requirements will be selected.

Your application must include a brief cover letter, a claim against the selection criteria for the position you are applying for, and a current resume. Your claim against the selection criteria is the most important part of your application. Make a separate heading for each criteria and describe your skills, knowledge and experience relevant to each point of the criteria.

Your application should include a brief description of any qualifications you may have relevant to the position. If you are successful in gaining an interview you will need to bring a copy of supporting documentation to the interview with you.

All applications must be submitted by email to [wue.jobs@wesleymission.org.au](mailto:wue.jobs@wesleymission.org.au) by the closing date. Applications should be submitted in Microsoft Word, RTF or PDF format.

Statements on your application found to be deliberately misleading could make you, if employed, liable to dismissal.

Equality of Employment Opportunity and Selection on Merit are Wesley Mission Policy.

## The Interview and Selection Process

After assessing applications, the selection committee will choose those applicants who best meet the selection criteria for further assessment. The selection committee may use a number of methods to assess your ability to do the job including: interview questions and referee and records checks.

### Referee Check

At the interview, you will be asked to provide the name and contact details of two recent referees, a current or recent supervisor(s) and/or a current or recent colleague(s). Referees are asked to provide information on your work behaviour and performance and can be asked to verify or comment on claims made by you.

### Criminal Records Check

With respect to some positions a criminal record check may be carried out on applicants identified suitable within various roles. If a criminal records check is to be done, you will be asked to provide your date and place of birth. A criminal records check does not necessarily disqualify you from selection. If the criminal records check results in rejection of your selection, you will be given the opportunity to discuss the matter before a final decision is made.

### Working with Children Check

When applying for a position in child-related employment a Working with Children Check will also be undertaken. This is a formal process of checks to help determine your suitability to work with children or have unsupervised access to children in your work. The check takes into account relevant criminal records, relevant apprehended violence orders and relevant completed disciplinary proceedings. It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for a child-related position. Information on the Working with Children Check is located at <http://www.kids.nsw.gov.au/check>.

### Permanent Appointment

To be permanently appointed within Wesley Mission you need to:

- Be an Australian citizen or have the status of permanent residence in Australia. If you do not fit this category, you are only eligible for appointment to temporary vacancies;
- Provide proof of identity.

### Further Information

To find out more about Wesley Mission and Wesley Uniting Employment please visit our websites at [www.wesleymission.org.au](http://www.wesleymission.org.au) and [www.wue.com.au](http://www.wue.com.au).

All personal information being collected will be dealt with in accordance with the Privacy and Personal Information Protection Act 1998.