



Employment Services Manager Position description

Position	Employment Services Manager
Employment Type	Full time, 2 year fixed term contract
Location	Cranbourne
Reports to	Executive Manager Education and Employment Services
Employee Benefits:	Packaged motor vehicle, laptop and mobile phone
Direct Reports	Employment Mentors, Employment Mentors, African specialists, Industry Engagement Officer

About TaskForce

Since 1973, TaskForce has provided specialist support for people in serious need in Victoria. Our core services focus on addressing social issues of alcohol and other drugs, unemployment, mental health and high-risk taking behaviours, supporting our clients to transition back into “mainstream” services and supports. The people who access our services have experienced significant disadvantage or a crisis in their lives and as a result are prevented from reaching their potential.

About the Role

The primary role of the Employment Services Manager is to lead a team to deliver targeted and individual support to long-term job seekers to support them be job-ready and secure work. You will be able to positively influence a team to achieve results that make an impact in the employment outcomes of people within our community. You will also manage the operations of the site to ensure all agreed standards are met.

Key Objectives

- Work closely with disadvantaged jobseekers, including those from specialised CALD communities, industry and other service providers and the broader community to strengthen the employability of, and employment opportunities for jobseekers.
- Actively support jobseekers to improve job-readiness, gain and sustain paid employment.

Key Accountabilities

- Manage the day to day operations of the team to achieve all agreed KPIs and organisational objectives.
- Lead the team to maximise the performance of employment contracts, including data management and identify performance shortfalls and formulate strategies for corrective action.
- Build viable long term partnerships with external stakeholders in your region to enhance service delivery for job seekers.
- Identify and work to mitigate all risk to TaskForce including but not limited to risk associated with finance, operations, employees, Health & Safety and compliance.
- Ensure compliance with contractual requirements and relevant legislation.
- Monitor team performance to achieve all employment placement and outcome targets set by the Executive Manager.
- Any other duties, as directed.

Qualifications (preferred but not essential)

An undergraduate or postgraduate degree in management, social sciences, youth work, community services, education, or a relevant qualification.

Skills and Experience (Key Selection Criteria)

- Proven leadership experience and success in the employment services sector with applied knowledge and understanding of government employment services.
- Proven experience in managing and leading a results-driven team, monitoring outcomes, targets, budgets and contracts.
- Proven experience and performance in the delivery of employment services (including placement into ongoing open employment) for people with barriers to employment.
- Demonstrated capacity to work collaboratively with support services and agencies to facilitate referrals for jobseekers to address non-vocational barriers to employment.
- Excellent interpersonal skills, capacity to work as part of a team and autonomously with minimal supervision.
- Compliance focussed with strong administrative skills including maintaining up-to-date records and meeting all contractual requirements.
- Demonstrated ability to work with culturally or linguistically diverse people, Indigenous customers, ex-offenders, youth and other disadvantaged groups.

Additional Information

- TaskForce is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- TaskForce operate across multiple sites, therefore it is essential that all employees hold a current Driver's License.
- TaskForce offers generous salary packaging benefits.
- All offers of employment are subject to a six-month probationary period.
- TaskForce is committed to providing a safe, healthy and friendly working environment.

- At TaskForce we pride ourselves on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- TaskForce expect all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.
- Eligibility to work in Australia is essential.
- This is a two-year contract. Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010, Level 6.

Desirable Requirements

- First aid certificate.
- Mental Health First Aid
- Current knowledge of OH&S practice.

Terms and Conditions

- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.

As an organisation with public benevolent institution (P.B.I.) status, TaskForce offers all staff the opportunity to take up generous Salary Packaging.

To be employed in this position a person must:

- Be prepared to travel between the sites to meet the requirements of the job and to work out of various partnership locations.
- Undergo a Police Check and a Working with Children Check. Offers of employment are subject to the results of these checks.
- Hold a current driver's license.
- Familiarise themselves with, and observe all TaskForce business, community, therapeutic and human resources policies, procedures and practices.
- Follow TaskForce's codes of employee conduct, promote the interests and reputation of the agency and refrain from acting in way that would conflict with the best interests of TaskForce.

Our Values



Client centred

We strive to support our clients and their extended networks to change their circumstances. We will collaborate so that our full range of services and supports are wrapped around them enabling each to reach their full potential.

Innovation and best practice

We will be cutting edge in all that we do leading to evidence-based best practice within the sector. Our people will be passionate and motivated to make a difference.



Thought leadership

We are committed to addressing the tough moral challenges faced and sensitivities that abound in our sector, leading consequent debate and adapting as broader positions held by society evolve.



Honesty and integrity

We do our utmost to communicate openly, honestly and respectfully. We collaborate and share accountability with colleagues and clients alike. We acknowledge that as we learn, mistakes may be made but that this learning will make us stronger.



Trust, respect and self care

We collaborate to create a work environment built on trust and respect where our people and consortium partners are supported and challenged to lead best practice. We recognise that responsibility for self-care is also a foundation to achieve excellence in the services we deliver.