

Multicultural Community Services Geelong Inc.

Position Description

Position Title	Manager, Employment Services
Reports to	General Manager, Settlement and Community Support Multicultural Community Services Geelong Inc (MCSG)
Location	Northern Community Hub, 25 Arunga Avenue, Norlane Other MCSG locations as required
Department	Settlement & Community Support
Direct reports	Employment staff (7) and Project Lead (1)
Teams / programs / functions	Jobs Victoria Employment Service Community Employment Connectors initiative Reconnect Program
Total staff	8
Total volunteers	Nil
Agreement / award	Social, Community, Home Care and Disability Services Industry Award 2020
Probation	From six months of commencement in the role
PD date	November 2021
PD review date	12 months from start date

POSITION SUMMARY:

The Manager, Employment and Skills Pathways Development (Settlement & Community Support) provides operational leadership across three employment program areas within the Settlement & Community Support Department to ensure that Multicultural Community Services Geelong (MCSG) achieves its operational objectives. In addition to the role has a focus on developing linkages to a range of skills development pathways that prepare people for employment.

Working closely with the General Manager Settlement & Community Support this position is responsible for ensuring performance within designated program areas is in alignment with strategic and operational goals outlined in the *MCSG Strategic Plan*.

The Manager, Employment and Skills Pathways Development plays an important role in assisting to define, build and support MCSG's culture, with a focus on financial sustainability, agility, innovation, high performance, collaboration, inclusiveness, adaptability and learning.

The role must ensure a focus on the needs of individuals, families, and multicultural communities more broadly, so that MCSG consistently meets expectations and improves community outcomes. As a Leader within the organization, this position must always model behaviour aligned to the MCSG values of Inclusion, Integrity, Sustainability and Kindness.

With a commitment to operational excellence the Manager, Employment and Skills Pathways Development will lead the Jobs Victoria Employment Program, Community Employment Connectors Initiative and Reconnect Service in a manner that ensures that these services consistently function in a cohesive, efficient, effective, consumer focussed and legally compliant way.

The role also has strategic and operational accountabilities for ensuring the development and implementation of frameworks, tools, policies, systems and processes across designated service delivery areas, to ensure alignment with the overall MCSG policy framework.

This role provides strategic and operational thought leadership on the relevant professional discipline and content areas that are intrinsic to the position. As a subject matter expert on the specialist areas of the role, it informs and guides the policy, frameworks and operational decisions of MCSG for the functions covered within the position.

MULTICULTURAL COMMUNITY SERVICES GEELONG (MCSG):

MCSG is the new organisation resulting from the merger of Geelong Ethnic Communities Council (trading as Diversitat) and Multicultural Aged Care Services Geelong (MACS).

Our Purpose: Provide innovative services to support, care for and celebrate culturally diverse individuals through their life journey

Our Vision: Empowering diverse individuals and communities to reach their full potential

Our Values: Inclusion Integrity Sustainability Kindness

MACS and Diversitat have been serving the Geelong community for more than 40 years with a focus on our multicultural communities. As the new entity, MCSG operates across various sites delivering a range of services including residential aged care, home care and aged support services, settlement, training and education, financial counselling and disability support. We also operate a range of social enterprises including The Pulse community radio, the Oppe Shoppe and various community events including the popular Pako Festa.

Our aim is to empower individuals and communities to reach their full potential and we aspire to provide an innovative and high-quality response to the changing needs of a culturally diverse community. Every day we act and behave according to our values, both with our communities, clients, residents and consumers, and with each other. These values are a key part of our identity and are what brings us to work together successfully.

MCSG STRATEGIC CONTEXT:

Major influences on the strategic direction and priorities for MCSG include:

- changes in the nature of work and community service delivery, as a result of the emerging impacts of COVID-19 within Australia and globally
- trends in Australia related to social cohesion, income security, and government and community support
- recommendations from the Royal Commission into Aged Care Quality and Safety
- growing competition in the community services and aged care sectors, including from for-profit organisations
- growing demand for community services and aged care, including high quality, culturally appropriate services in the Geelong region
- increasing trend for people aging in their own home, with access to on-demand in-home support services, and residential care for shorter stays with more complex clinical needs
- the significant impact that the humanity of carers, quality of leadership and contemporary management systems have on the sustainability of community service organisations and aged care providers
- impacts of the shift towards consumer centred care and choice, rather than block funding contracts with governments
- a critical need for community service organisations to be flexible, agile and proactive in responding to the varying needs of consumers and funders

DELIVERABLES:

Operational leadership

- In collaboration with the General Manager, Settlement and Community Support facilitates the implementation and evaluation of designated program performance against the major operational goals, aligned with the *MCSG Strategic Plan*.
- Contributes to the effective transition from Diversitat and MACS to a merged entity in a manner which is effective, efficient, respectful, transparent, timely and legally compliant.
- Provides subject matter expertise and leadership in understanding the strategic context which impact program service delivery.
- Advocates effectively for multicultural communities, informed by credible research, evidence-based practice and policy, with the aim of improving outcomes for individuals, families and communities, with a focus on increasing levels of social justice.
- Contributes to the enhancement and development of strategic partnerships to increase the impact and scale of service delivery to meet the needs of the multicultural people and communities in the Geelong region.

	<ul style="list-style-type: none"> Builds and maintains strong internal and external networks and stakeholder engagement to ensure that Settlement and Community Support casework services are recognised for their high quality of service delivery. Manages and monitors staff performance with regard to funded target requirements and ensure funder reporting expectations for each program area are met.
People leadership and management – staff and volunteers	<ul style="list-style-type: none"> Strengthens and enhances team and individual capabilities by creating an environment that enables staff to maximise their strengths and continue to learn, develop and innovate. Acts as a role model, supporting a positive work environment which values and rewards high levels of integrity, respect, care, engagement and performance. Provide high quality and regular supervision to staff that enables clear practice accountability, facilitates professional development and ensures that staff are offered a safe space to reflect on their practice as well as develop relevant skills and knowledge. Advocates, models and leads a proactive approach to work health and safety, wellbeing and return to work programs which aim to ensure that the activity of work positively contributes to the physical and mental health of designated staff. Ensures that MCSG complies with its legal obligations as an employer, including all relevant industrial instruments and legislative requirements.
Operational excellence	<ul style="list-style-type: none"> Leads and manages the delivery of employment initiatives within the Jobs Victoria Employment Service, Community Employment Connectors and Reconnect Program areas to achieve funding, consumer and financial objectives Embeds a focus on the needs of individuals, families, and multicultural communities more broadly, so that service provision consistently meets expectations and improves outcomes. Sets program expectations that are focussed on high quality service delivery and outcomes, consistently delivered in an efficient and effective manner. Works with and leads staff in the provision of high-quality services for individuals, families, their associated networks and multicultural communities more broadly. Ensures staff compliance with relevant legislation, codes and standards of care and practice. . Identifies and sources opportunities to enhance existing service delivery within designated program areas. Advocates internally and externally for vulnerable individuals and communities to support access to both mainstream and specialised services.

Reputational, financial and risk management

- Contributes to activities which build the reputation of MCSG as an organisation of choice for individuals, families, and multicultural communities more broadly.
- Ensures that designated program areas are meeting funder performance indicators
- Manages operational matters so that potential adverse issues are either avoided or are mitigated within an effective risk management framework, and that all responses to internal and external audits and accreditation requirements are closed out to agreed timelines.
- Ensures that organizational decision making is informed by timely, insightful and accurate data on key metrics.
- Ensures that designated program areas are meeting organisational and external benchmarking, quality initiatives and continuous improvement requirements.

TECHNICAL COMPETENCIES AND BEHAVIOURAL CAPABILITIES:

Skills:

- Leadership experience within the same or similar field.
- Highly developed skills with regard to practice supervision and team building.
- Demonstrated capacity to develop and implement skills development courses for job seekers.
- Operational foresight to support the General Manager, Settlement and Community Support to proactively plan for future service delivery needs in a rapidly changing environment.
- Demonstrated skills in operational management and innovation leading to improvement in outcomes for individuals, families and local communities.
- Engagement, influence, facilitation and communication skills.
- Emotional intelligence, personal resilience and empathy.
- Sound financial, operational and information technology skills.

Experience and knowledge

- Solid understanding of the migrant experience in Australia, with empathy and sensitivity to the needs of people from different cultural backgrounds and their families.
- Contemporary knowledge, expertise and experience in the delivery of multicultural services.
- Demonstrated leadership, people management and stakeholder engagement capabilities.
- Demonstrated ability to work collaboratively with executive management, program staff, and in partnership with other community organisations.
- Ability to manage performance by setting clear goals and expectations and being accountable for outcomes and behaviour.

Mandatory qualifications, checks and licences:

- Tertiary qualification in Social Services or related field, or equivalent years of relevant experience in a similar role.

- Completion of a National Criminal History Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

Up to date Codi-19 vaccination certificate

Preferred qualifications and certifications:

- Membership of relevant community organisations, professional associations or peak bodies
- Relevant post graduate qualifications
- Victorian Drivers Licence

OTHER TERMS AND CONDITIONS OF EMPLOYMENT:

- Staff will comply with MCSG's OHS policies and procedures including the requirement to take reasonable care for their own health and safety and that of other people who may be affected by their conduct. Workplace incidents and injuries are to be reported to a nominated OHS representative and staff are encouraged to raise health and safety concerns in accordance with policy and procedure.
- Employment is subject to the satisfactory completion of a Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check, Work Rights Check and/or Medical Check. MCSG will pay for the costs associated with the Working with Children Check, Police Record Check and/or requested Medical Check.
- Staff are responsible and will be held accountable for their continuing compliance with our Mandatory Reporting – Child Protection policy. It is expected that staff will maintain contemporary knowledge of the policy and enact the policy at all times. Staff have a responsibility to raise any concerns they have about child safety to their direct manager or a senior manager immediately.

CHILD SAFETY:

MCSG is committed to the safety and wellbeing of all children and young people. MCSG has zero tolerance for child abuse. MCSG is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and linguistically diverse backgrounds, children who identify as part of the LGBTI Community as well as the safety of children with a disability. Every person involved at MCSG has a responsibility to understand the important and specific role they play individually and collectively to ensure the wellbeing and safety of all children and young people.

INCLUSION AND DIVERSITY:

MCSG is committed to supporting Indigenous Australians, culturally diverse candidates and candidates with a disability gain employment and develop their careers with us. If you would like further information about this role, please feel free to contact us. We encourage you to apply.

EXPECTED BEHAVIOURS FOR MCSG STAFF AND VOLUNTEERS:

- acts in accordance with the MCSG code of conduct, and is committed to the MCSG vision, purpose and values;
- acts in accordance with health and safety policy and management system;

- actively promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status, or family responsibilities;
- demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers;
- acts in a manner consistent with MCSGs' policies, including by valuing diversity, inclusion, equal opportunity, privacy and confidentiality;
- demonstrates teamwork and collaboration and positively contributes to group activities;
- acts with agility, leading to innovation and continuous improvement;
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery; and
- provides evidence of relevant immunisation status, such as serological immunity or vaccination history, as required for the inherent requirements of the role.

EXPECTED BEHAVIOURS FOR MCSG STAFF AND VOLUNTEERS IF REQUIRED FOR A SPECIFIC ROLE:

- performs duties within scope of practice for the role, and according to the applicable credentials including qualifications, registrations and professional competencies; and
- maintains current and valid credentials in accordance with relevant legislation and industry requirements.

ACCEPTANCE OF OFFER:

I understand the role, responsibilities and outcomes required to successfully meet the requirements of this position and I accept this Position Description.

Manager, Employment and Skill Pathways Development	
Name	
Manager, Employment and Skill Pathways Development	
Signature	
Date:	

Please return a signed copy of this Position Description to the General Manager, People and Culture at matt.connell@mcsgi.org.au