



### Position Description

<b>Name</b>	
<b>Title</b>	DES Manager
<b>Division</b>	The Bridge Employment
<b>Location</b>	Peninsula ESA
<b>Reports to</b>	General Manager The Bridge Employment
<b>Direct Reports to the role</b>	DMS Employment Consultants and Allied Health Practitioner
<b>Primary Objective</b>	<p>To achieve high performance in DMS with a view to increasing performance to gain and maintain a 5-star rating.</p> <p>As the DES Manager you are responsible for motivating, guiding and developing staff; while working closely with the Employment Leadership Team to track performance and ensure delivery of a coherent and integrated service to both job seekers and employers.</p>
<b>About the Organisation</b>	<p>The Bridge is a not-for-profit community services organisation which provides a variety of services for youth and people of adult age who have various disabilities and disadvantages.</p> <p>Services include open and supported employment, learning and development, leisure and recreation, respite for carers, daytime activities, in-home and community based individualised and shared supports, support coordination and plan management.</p> <p>The organisation is progressive, innovative, and continuously strives to improve the quality of the services it offers.</p>
<b>Date last Reviewed</b>	<p>June 2020</p> <p>This Position Description will be reviewed regularly to ensure the position matches the changing needs of The Bridge.</p>

Position Responsibilities	Performance Measures
<p><b>Program Performance</b></p> <ul style="list-style-type: none"> <li>• Achieves placement and outcome targets identified in performance KPIs for each site</li> <li>• Quickly implements remedial action if targets are not being met</li> <li>• Provides regular written reports on site activity and performance to the General Manager as requested.</li> <li>• Proactively monitor government database and internal CMS to ensure efficient and effective operations for the site teams</li> <li>• Monitor site caseloads and regularly run reports to check on the adequate servicing of participants and site/team compliance within program requirements</li> <li>• Maximises opportunity for new placements/business opportunities with existing employers via repeat business</li> <li>• Maintains thorough knowledge of job opportunities in the local labour market</li> <li>• Attends webinars and training regarding the DES program and reports back new information to staff</li> <li>• Ensures staff work in accordance with The Bridge policies, procedures and documentation</li> <li>• Creates a high-performance culture that treats job seekers with respect and delivers services that motivate job seekers to reach their goals</li> <li>• Responds to complaints from participants and employers to ensure complaints resolution processes are followed when required</li> <li>• Attends to staff grievances to ensure grievance resolution processes are followed when required</li> <li>• Ensures active involvement in the development, implementation and monitoring of business plans</li> <li>• Drives the implementation of the Strategic Plan and developments in line with future direction planning</li> <li>• Develops a marketing strategy for Peninsula and surrounds and oversee its implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Achieves quarterly Placement and Outcome targets as set with the General Manager</li> <li>• Can demonstrate that remedial action is initiated within two weeks of targets not being met each month</li> <li>• Evidence of activity and performance reports provided to the General Manager on request</li> <li>• Can demonstrate appropriate monitoring and follow up of program activities and service delivery by staff/team</li> <li>• Weekly and Monthly performance reports emailed to staff</li> <li>• Training records indicate attendance at relevant industry training/forums and subsequent distribution of training information to staff</li> <li>• Internal and external quality audits indicate that staff work in accordance with The Bridge policies and procedures.</li> <li>• 100% of participant complaints and staff grievances are responded to in accordance with The Bridge policies and procedures</li> <li>• General Manager is informed of issues and incidents when required and in a timely manner</li> <li>• Feedback from participants, staff and other stakeholders indicates effective and appropriate communication at all times</li> <li>• Strategic objectives are customised and communicated to staff through team and supervision meetings</li> <li>• Marketing Strategy is effectively implemented</li> </ul>
<p><b>Claiming and Employment Outcomes</b></p> <ul style="list-style-type: none"> <li>• Ensures all claiming responsibilities are completed for DES</li> <li>• Completes placement anchors, ensuring all checks are completed prior to anchoring.</li> <li>• Ensures staff complete program tasks within required timeframes</li> <li>• Drafts and monitors Wage Subsidy claims, follows up with relevant staff as appropriate and maintains electronic records of associated paperwork</li> </ul>	<ul style="list-style-type: none"> <li>• 100% of placements anchored have had all required checks completed.</li> <li>• 100% Employment Outcomes (4, 13, 26 and 52 weeks) are claimed within the designated timeframes and in accordance with DES requirements</li> <li>• Claims 100% of Education Outcomes when required</li> <li>• Claims 100% of Wage Subsidies when required</li> </ul>

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<ul style="list-style-type: none"> <li>Ensures documentary evidence confirming participant employment or education is maintained and meets DES contractual guidelines.</li> <li>Processes Special Claims as required.</li> <li>Ensures staff document tracking of relevant placements, Replaceable and Unreplaceable Drops</li> <li>Follows DES guidelines and The Bridge Employment procedures to ensure compliance with DES program</li> </ul>	<ul style="list-style-type: none"> <li>100% EAF reimbursements are claimed</li> <li>Claims Ongoing Support when required</li> <li>External and internal reviews indicate sufficient evidence for all claims</li> <li>Can demonstrate Special Claims meet Departmental requirements</li> </ul>
<b>Staff Leadership and Management</b> <ul style="list-style-type: none"> <li>Provides an environment conducive to high performance by providing strong leadership that ensures a safe and healthy work environment, clear position descriptions and performance expectations, appropriate training and development and regular performance reviews</li> <li>Participates in staff recruitment activities as required in conjunction with the Workforce Development.</li> <li>Provides staff induction, development and training to ensure staff have full contractual and procedural knowledge</li> <li>Coordinates weekly ESS staff meetings.</li> <li>Undertakes monthly Support and Supervision meetings with each staff member to provide support and feedback regarding their performance</li> <li>Undertakes an annual Staff Performance Review process (MeMe) with staff and monitors progress towards identified goals throughout the year</li> <li>Conducts performance improvement and disciplinary action processes with staff members as required in consultation with the Workforce Relations Advisor</li> <li>Supports staff to participate in suitable staff development and learning opportunities within the Staff Development budget in conjunction with Workforce Development</li> <li>Takes responsibility for team building and fostering effective communication between staff</li> <li>Facilitates the resolution of workplace conflict</li> <li>Works collaboratively to achieve operational and organisational goals</li> <li>Demonstrates a flexible attitude and a willingness to assist fellow staff when required or authorised</li> </ul>	<ul style="list-style-type: none"> <li>Recruitment and Induction processes are in accordance with The Bridge HR policies and procedures</li> <li>Staff Induction Checklist completed</li> <li>Can provide evidence that weekly team meetings have been held covering relevant information and service priorities.</li> <li>Staff training records reflect appropriate staff development</li> <li>Evidence of monthly supervision meetings with staff (meeting minutes)</li> <li>Evidence of MeMe completed in accordance with The Bridge's Performance Review Policy and Procedure</li> <li>File notes indicate disciplinary discussions and written warnings are conducted in accordance with The Bridge's Disciplinary Action Policy</li> <li>Staff have identified training that is scheduled onto the organisational training plan following the MeMe review each year</li> <li>Demonstrate efforts made to foster team collaboration and functioning</li> <li>Employee feedback indicates an effective working relationship and good communication</li> </ul>
<b>Administration</b> <ul style="list-style-type: none"> <li>Collects, records, maintains and evaluates all required data in accordance with The Bridge Employment policies and procedures and Government funding requirements</li> <li>Monitors and amends documentation as required to comply with policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>All records are current and meet all relevant departmental and program guidelines and procedures</li> </ul>

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<ul style="list-style-type: none"> <li>Review staff requests for purchases to an expenditure limit of \$1,000 per item</li> <li>Fortnightly review of staff timesheets for processing</li> <li>Approve staff requests for leave</li> <li>Manage site petty cash</li> <li>Liaise with General Manager to ensure DMS program expenditure and income is within approved budget</li> <li>Respond or report site equipment or resourcing issues</li> <li>Completes participant records for annual census</li> </ul>	<ul style="list-style-type: none"> <li>100% of revised and new documents are accurate and appropriately formatted</li> <li>Participant purchases are approved in accordance with policy</li> <li>Timesheets and leave forms are reviewed/approved each fortnight</li> <li>Monthly accounts are within budget</li> <li>Demonstrated resolution of site/staff resources and equipment issues within budget</li> <li>Annual census records are completed each year as required.</li> </ul>
<b>Teamwork</b> <ul style="list-style-type: none"> <li>Responds to staff queries in an appropriate and timely manner</li> <li>Works collaboratively to achieve operational and organisational goals</li> <li>Participates in team activities and attends staff meetings as scheduled</li> <li>Demonstrates a flexible attitude and a willingness to assist fellow staff when required or authorised</li> <li>Works with the team to respond to complaints from customers to ensure complaints resolution processes are followed when required</li> </ul>	<ul style="list-style-type: none"> <li>Feedback indicates a collaborative approach with other team members and organisational staff</li> <li>Can demonstrate that internal and external emails are responded to in a timely manner and as required</li> <li>Demonstrated ability to resolve grievances (as necessary) in accordance with organisational procedures</li> </ul>
<b>Quality Service Provision and OHS</b> <ul style="list-style-type: none"> <li>Compliance with Quality Standards, program contracts and relevant departmental Service Guarantees and Codes of Practice</li> <li>Maintains a high standard of occupational health and safety by actively cooperating with Occupational Health and Safety guidelines</li> <li>Ensures incidents are notified within SIRR and maintains a reporting culture</li> </ul>	<ul style="list-style-type: none"> <li>Participates in internal audits and the annual external audit as appropriate and identifies solutions to operational problems</li> <li>Shows evidence of reasonable steps taken to comply with OHS guidelines</li> </ul>
<b>Performance Management and Professional Development</b> <ul style="list-style-type: none"> <li>Participation in the organisation's Management, Engagement, Motivation and Empowerment Program (MeMe)</li> <li>Completion of employee development tasks as outlined in the MeMe</li> <li>Attendance at mandatory training scheduled throughout the year</li> <li>Maintains up to date knowledge and skills relevant to the position</li> </ul>	<ul style="list-style-type: none"> <li>Annual development of 4-6 SMART goals that reflect position description duties and business unit goals</li> <li>Documented notes confirming participation in scheduled support and supervision meetings. Follow up activities from meetings are completed within required timelines</li> <li>A completed MeMe reflecting an annual review of performance in relation to set goals</li> </ul>

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<p><b>Organisations Values and/or Core Competencies</b></p> <p>The successful applicant needs to be professional in both attitude and presentation, flexible and a focused team player with demonstrated personal initiative requiring minimal supervision.</p> <p>As a DES Manager you must uphold the organisation's Code of Conduct and keep abreast of industry trends.</p> <p>All staff must foster and maintain a culture reflective of the organisations vision and mission.</p>	
<p><b>Key Selection Criteria</b></p> <ul style="list-style-type: none"> <li>• Comprehensive DES knowledge and management experience/qualifications</li> <li>• Proven ability to lead, inspire, motivate and build rapport with staff to achieve positive results.</li> <li>• Demonstrated ability to set priorities and to achieve outcomes in a performance driven environment</li> <li>• Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines within a compliance framework</li> <li>• Highly developed communication and leadership skills with the ability to work collaboratively with The Bridge Employment management team, staff and participants</li> <li>• Proven ability to communicate with Government and Peak bodies to support &amp; strengthen the DMS program</li> <li>• Experience developing, building and maintaining strong relationships with employers, Centrelink, other referring agencies, industry groups, community organisations and other key stakeholders to grow business</li> <li>• Excellent time management and organisational skills</li> <li>• Possession of a current Victoria Drivers Licence</li> <li>• Desirable: Tertiary qualification in Business Management</li> <li>• Previous experience in Management of multiple sites would be an advantage</li> </ul>	
<p><b>Other Information</b></p> <p>The position is full time 38 hours per week. There may be a requirement to work from different offices within south east Melbourne.</p> <p>The position is subject to a successful Disability Workers Exclusion Scheme check, Criminal History Check and Reference Check.</p> <p>This role is only available to Australian residents or to those who hold the right to work in Australia.</p>	

<b>Employee Signature</b>		<b>Date</b>	
<b>Manager Signature</b>		<b>Date</b>	