

# Position Description

1. POSITION DETAILS	
Position Title	Participation Support Team Leader
Company	
Location	Yarrabah
Reports to	General Manager
Supervises (if applicable)	Participation Support Officers, Administration Officer, Personal Coach, Jobs & PPS Consultant and the Community Activities Coordinator
Position Type	Full Time
2. PURPOSE	
A brief over of the role	
To manage the day to day Yarrabah Employment Services Program including but not limited to business development, ensuring high performance achievement, continuous improvement and best practice, accountability and growth.	
3. PRIMARY RESPONSIBILITIES & KPIs	
Describe the key responsibilities and duties of the role	
<b>Leadership &amp; Management</b> <ul style="list-style-type: none"><li>Effectively and efficiently manage compliance and reporting, finance and performance progress ensuring operations are compliant in adhering to the Yarrabah Employment Services Model</li><li>Lead and support the Participation Support Officers in the development and execution of their specific roles to ensure minimum outcome targets are met</li><li>Drive the performance through initiatives with support of the General Manager, Personal Coach, Jobs &amp; PPS Consultant, Community Activities Officer and other stakeholders</li><li>Support the teams in achieving KPI's and coach / performance manage where required with the support of the General Manager and other stakeholders</li><li>Support other initiatives in the community.</li><li>Manage the team to proactively ensure all processes and systems are used in accordance with operational, cultural and compliance needs.</li><li>Foster a supportive and cooperative work environment that recognises and rewards achievement.</li><li>Effectively acknowledge and address employee concerns as they arise, including taking action in the form of performance management or discipline where required</li></ul>	
<b>Business Strategy &amp; Performance</b> <ul style="list-style-type: none"><li>Clarify the key performance indicators for the Yarrabah Employment Services Model so that all staff understand what is to be achieved, the standard at which this is to be done, and within the time provided through effective work plan management.</li></ul>	

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## **Financial Management**

- In conjunction with the General Manager and other stakeholders, forecast forward projection of outcomes and expenditure for approval.
- Monitor and maintain operational activity to meet budgetary requirements.
- Correct monitoring and analysis of expenditure in line with set operational budgets; reporting variances as they occur.

## **Manage Personnel**

- Actively work with General Manager to monitor performance
- Implement and monitor effective Induction process for employees ensuring they meet or exceed industry and contractual standards.
- Assist General Manager in the continued development and positive motivation of teams to drive effective application of duties and client needs.

## **Accountability**

- Accept responsibility & accountability for activities implemented while delivering the Yarrabah Employment Services Model
- Ensure all projects from additional funding sources are managed and coordinate according to operational requirements.
- Manage the teams and activities to ensure operational, contractual and cultural protocols and needs are met.
- Maintain confidentiality and adherence to all organisational policies and procedures by self and all members of the team take action to address breaches when they occur.

## **Quality & Risk Management**

- Ensure all legislative requirements associated with the Yarrabah Employment Services Model are undertaken by responsible personnel to ensure compliance with Workplace Health and Safety, Privacy, and relevant Industrial Relations Laws
- Ensure all actions of teams executing the Yarrabah Employment Services Model comply with all set Quality Indicators and processes.
- Undertake regular analysis of Yarrabah Employment Services activities and services to identify any potential risks to operations, outcomes or teams.

## **Support Innovative Approaches**

- Identify and discuss new innovative projects or cultural protocols for the purpose of improving outcomes for Yarrabah participants
- Identify opportunities for increased activities that support Community Action Plans and / or Participation Plans.
- Ensure the continued promotion of the Yarrabah Employment Services Model to promote and increase the image of the Model through Good News Stories and other marketing activities.

## **Reporting**

- Proactively report and brief the General Manager and other stakeholders on emerging issues and /or potential risks to the business; present solutions / actions to mitigate risk.
- Respond in a timely and accurate manner to questions/enquiries, correspondence and reporting needs from the General Manager and other functions / operations within the group.

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- Continuously improves the quality, and efficiency of the flow of information to the relevant team members and support office staff.

## Workplace Health & Safety

- Ensure all team members and operations adhere to requirements, policies and procedures in line with regulations and legislation as well as EEO and employment diversity principles and practices.
- Monitor WH&S systems to ensure 100% of WH&S meetings, site and vehicle inspections are completed as required.
- Ensure 100% of incidents and injuries are reported and corrective actions are taken in accordance with policy.

*While a representative of the duties and responsibilities of the role, this Employment Position Statement does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.*

## 4. KNOWLEDGE / EXPERIENCE / QUALIFICATIONS

What specific knowledge / experience / qualifications are required for this role

### Essential:

- Good communication (written and verbal), consultation, negotiation and leadership and coaching skills.
- Experience in managing, leading and coaching teams, implementing operations and maintaining operational performance within the bounds of contractual compliance.
- Well developed problem solving, research, conceptual, analytical skills with the ability to develop practical and forward thinking operational plans and solutions.
- Sound organisational and time coordination skills, self-driven, results-orientated with a positive outlook, a clear focus on providing a quality service to Participants
- Driver's Licence (manual/open) and relevant Child Suitability Card or ability to get one.
- Technology literate including sound skills in using Windows based software, Internet, Email.
- Willingness to undertake relevant training and be mentored in the role by other stakeholders

## 5. EMPLOYEE ACCEPTANCE

I accept and understand the responsibilities and duties of this role

<b>Name of Employee</b>	
<b>Date of Commencement</b>	
<b>Signature</b>	
<b>Date</b>	