

# isaSKILLS



Mount Isa Skills Association  
IsaSKILLS

PO Box 1283, Mount Isa, QLD, 4825  
Phone: (07) 4747 3535 / Fax: (07) 4749 5608

[www.isaskills.org](http://www.isaskills.org)

ABN 73697336567

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Alpurrurulam Site Leader</b>
<b>AREA OF RESPONSIBILITY:</b>	ALPURRURULAM
<b>INDUSTRIAL INSTRUMENT:</b>	Labour Market Assistance Industry Award 2010
<b>RESPONSIBLE TO:</b>	Western Sites Manager
<b>RESPONSIBLE FOR:</b>	Designated Employment Advisors Designated Work Experience Placement Officers Designated Mentors
<b>LOCATION:</b>	Alpurrurulam

### ABOUT THE ORGANISATION

**Mount Isa Skills Association Inc (isaSKILLS)** is a non-profit organisation which delivers various programmes into the community for Employment, Training, Youth and Disability services.

**isaSKILLS** was formed to provide training and employment related assistance to Jobseekers and employers in Mount Isa, Cloncurry, Longreach, Western and the surrounding regions. Our highly trained staffs are dedicated in providing you with a quality service that is second to none.

Primarily, **isaSKILLS** relies on funding from federal and state Government Departments. The number of Departments providing funds has increased over the years since 1997. **isaSKILLS** acquires additional income through fee-for-service work, such as accredited and industrial training, labour hire, and other miscellaneous non-core activities.

## POSITION DESCRIPTION

**POSITION TITLE:** Alpururulam Site Leader

### BACKGROUND

The **Alpururulam Site Leader** motivates, guides, supports and develops staff; working closely with the isaSKILLS JOB futures Western Sites Manager to track performance and ensure delivery of a coherent integrated service to job seekers and employers.

### PRIMARY OBJECTIVE

To be engaged to assist the Western Sites Manager to achieve high performance in the Employment Services Contract 2009 – 2012 whilst maintaining contractual compliance.

### KEY RESULTS AREA

1. Achieve placement and outcome targets identified in the Alpururulam Site performance goals.
2. Achieve accurate and timely claiming (with appropriate documentation) in the system including Employment Pathway Fund (EPF) expenditure.
3. Achieve at least a satisfactory rating at each compliance review by our internal Quality Assurance department and DEEWR (including files, file notes, claim evidence and correctly completed forms).
4. Create a high performance culture which treats job seekers with respect and delivers services that motivate job seekers to achieve their employment goals.
5. Maintain currency of knowledge of contractual requirements and operation through regular review of DEEWR learning tools such as ESCN website and EA Knowledge Base and JOB futures support tools such as JOB futures website and communications.
6. Provide 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.
7. Proactively engage, in a role modeling capacity, in direct JSA services to participants including Job Placement activities to support other site staff and visiting staff to ensure that efficiency and performance at the site is maximized.
8. Proactively engage in monthly performance reporting that allows for quick identification of areas for improvement and work in cooperation with the Programs General Manager to implement strategies that result in performance and service improvements.
9. Develop an extensive community profile for the isaSKILLS JOB futures service including linkages with employers, support services, community networks, suppliers, other providers, DEEWR and Centrelink which supports increased opportunities for the Alpururulam Site job seekers.
10. Write regular reports on program/site activity to provide information for the Western Sites Manager on above points as requested.

### Organisational Capability and Team Development

- Lead, motivate and influence the performance of the Western Sites Job Services Australia team to deliver the requisite professional Job Services Australia services and support required across isaSKILLS Job Futures.
- Develop team skills, expertise and professional capabilities through a comprehensive program of performance appraisal, career development, training and succession planning to ensure the retention, professional growth and personal contribution of employees.
- Manage the Alpururulam Site team and ensure effective systems and processes are implemented to support isaSKILLS Job Futures operations and corporate requirements.
- Monitor subordinate staff awareness of and compliance with Company policy and procedures in line with quality standards

- Maintain all files and records in an up to date and accurate manner to improve the efficiency of day to day activities
- With HR manage the training function of the department ensuring that skills and competency standards are identified.
- With HR manage the implementation of appropriate training and development programs to ensure staff accreditations and skills are maintained to achieve desired levels of job performance for all classifications.
- With HR conduct skills gap analysis and develop appropriate training plans to bridge any gaps identified.

### **Workplace Health and Safety**

- Communicate health and safety policies and procedures to ensure staff understand current policy and practice requirements.
- Monitor use and compliance of subordinate staff with Company's health and safety standards and processes.
- Ensure all incident reports are addressed including involvement in any investigation and/or action required.
- Take corrective action to remedy safety hazards or risks and restore a safe working environment.

### **Leadership and Performance Management**

- Lead and manage subordinate staff to ensure the Alpururulam Site team objectives are achieved and services are provided in an effective and timely manner.
- Construct performance development plans in conjunction with subordinates to set performance direction and highlight training and development needs.
- Regularly monitor and assess performance of subordinate staff to provide constructive feedback and highlight development needs.
- Promote an environment of co-operation for continual improvement of team performance.
- Facilitate and ensure regular interaction between operations staff and other isaSKILLS Job Futures departmental staff.
- Resolve or refer employee grievances and complaints in line with Company grievance and complaint handling procedures to minimise negative effects on employees and the organisation's operations.
- Ensure that the site manager is familiar with the roles and responsibilities of members under their control and are able to provide a "hands on" approach to assist staff in day to day operational issues to ensure service level delivery is maintained.
- Develop staff ownership and stewardship in the management of cases within their respective communities.

### **Employment Development Officer Duties**

To contribute to the sites performance by:

- *Working closely with local employers to identify and develop employment opportunities for targeted job seekers.*
- *Contributing to the sites knowledge of local employers needs to enable other team members to develop job seekers skills in order to meet employers requirements.*

Sourcing **employment opportunities** for job seekers is a key activity of ESC 2009-2012. The site must have a comprehensive listing of local employers who can be approached for jobs and work experience placements for a wide variety of job seekers with differing abilities and needs.

1. Achieve individual (or group) placement targets that contribute to the overall site performance goals. *Individual (or group) placement targets will be negotiated with the Manager and reviewed quarterly.*
2. Maintain a data base of employers who may be able to offer employment/work experience placements for job seekers attached to the site.

3. Undertake extensive marketing of job seekers to employers and input resulting data into DEEWR and isaSKILLS Job futures systems.
4. Input placements on the system and, where appropriate, make claims for payments for these placements at the appropriate times.
5. Make Employment Pathway Fund (EPF) draw downs.
6. Maintain files, file notes, claim evidence and correctly complete forms in line with DEEWR documentary evidence guidelines and isaSKILLS Job futures contractual requirements.
7. Maintain currency of knowledge of contractual requirements and operation through regular review of DEEWR learning tools such as ESCN website and EA Knowledge Base and IsaSKILLS Job futures support tools such as IsaSKILLS Job futures (JF) website and communications.
8. Contribute to a quality work environment by identifying solutions to operational problems and maintaining a professional relationship with other team members.
9. Achieve (as a minimum) Practitioner level of the proposed NESA Professional Service Framework.

## **RESPONSIBILITIES**

1. Staff recruitment, supervision and co-ordination, including regular staff meetings.
2. Staff development and training which includes ensuring that staff have full contractual and procedural knowledge (issue contracts, guidelines and updates) and regular reviews of performance.
3. Monitoring of placements, ensuring that they are correctly input in a timely fashion.
4. Monitoring of Post Placement Support (PPS) ensuring that outcome requirements are being met.
5. Monitoring of outcome claims ensuring that appropriate documentary evidence has been gained.
6. Monitoring of service claims ensuring that correct procedures including documentary evidence has been gained.
7. Monitoring of use of the Employment Pathway Fund (EPF) ensuring that suitable documentation has been gained and that Professional Services Manager (PSM) is used for internal expenditure.
8. Monitoring of records of contacts and other activities in DEEWR system, JF Central and PSM to ensure that all activity is being undertaken and correctly documented.
9. Monitoring that service delivery is being undertaken according to the DEEWR and JOB futures contracts.
10. Undertake extensive liaison in the community securing contacts, resources, partnerships and information; and undertaking marketing of isaSKILLS JOB futures (Marketing of isaSKILLS JOB futures must be in conjunction with the Marketing Co-ordinator).
11. Partake fully in the isaSKILLS JOB futures Compliance program.
12. Undertake extensive analysis of performance data and indicators in order to understand trends.
13. Quickly implement remedial action if targets are not being met or seek advice from the Western Sites Manager.
14. Maintain thorough knowledge of job opportunities in the local labour market.
15. Encourage an all of staff team approach to identifying work priorities and areas for improvement.
16. Maintain a level of contract and operational knowledge that is conducive to satisfying contractual requirements at all times. Ensure that business services to the Western and Northern Territory communities are maintained in accordance with the isaSKILLS JOB futures contract.
17. Together with the Western Sites Manager identify projects and goals for the site, including regular review and/or reallocation of resources as required.

## KEY COMPETENCIES

- Ability to liaise with the community including employers, job seekers, service providers and others to identify opportunities for job seekers.
- Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines.
- Ability to set priorities and to achieve outcomes in a performance driven environment.
- Demonstrated ability to develop effective working relationships.
- Demonstrated ability to use active listening and questioning techniques to identify goals, strengths and obstacles.
- Demonstrated ability to coach and mentor others to achieve goals.

## RELEVANT EXPERIENCE/QUALIFICATION (Preferred)

- Leadership Qualification.
- Employment Services Qualification.
- Experience as a manager in employment services specifically Job Services Australia or similar.
- Experience in a high performance environment.
- Experience with extensive community liaison and activity.
- Experience in Case Management.
- Experience in recruitment.
- Group facilitation experience.
- Employment experience in a compliance framework environment.
- Appropriate drivers and other licences.

## REQUIRED SKILLS/KNOWLEDGE – SELECTION CRITERIA

- Excellent communication skills including negotiation, advocacy, conflict resolution skills, assessment skills and the ability to quickly create rapport.
- Sales/marketing skills.
- Time management skills.
- Information Technology skills and administration skills.
- Current knowledge or ability to gain knowledge of local service providers

## CHARACTERISTIC BEHAVIOURS

- Listens to job seekers, employers and colleagues attentively and non defensively.
- Respects people and treats them as individuals.
- Is positive about strengths and potential of people from different cultures, ages, physical abilities, or other differences.
- Encourages people to play to their strengths.
- Takes responsibility for own actions; doesn't blame others.
- Makes consistently appropriate decisions for the client and organisation by applying policy, information and own practical judgment.
- Overcomes or minimises barriers and addresses unique needs and preferences of job seekers or

decision makers.

- Stays focused; uses time effectively and meets goals.
- Maintains personal effectiveness (sense of humour, emotional balance and resilience) even when under pressure.
- Keeps focused in times of uncertainty and rapid change.
- Finds ways to do things differently or smarter for job seekers, employers and team.


#### KEY RELATIONSHIPS TO OTHER TEAM MEMBERS

The Alpururulam Site Leader should conduct regular one-on-one reviews with **all reporting staff members** to ensure that they are clear about the expectations of their performance. This regular review will also allow the staff member to articulate any concerns that they may have or to put forward good ideas that they may have about procedures in the office. The staff member may not feel comfortable about expressing these ideas in the regular staff meetings.

#### IsaSKILLS Job Futures Values

In isaSKILLS Job futures we:

- share a commitment to social justice and environmental sustainability
- foster open and honest communication based on trust and respect
- celebrate diversity by nurturing individuals' skills and strengths in order to achieve our common goals
- respect the wellbeing of each individual, and support staff to achieve a work-life balance
- encourage individual and collective learning and creativity
- strive for excellence, continuously improving our organisation
- value open discussion and debate so that everyone has a say in decisions that affect us all
- are passionate about what we do

<b>Approved by CEO</b>		<b>Agreed by Incumbent</b>	
<b>Date</b>	2010	<b>Date</b>	