

Manager Workplace Services

Position Description

Position Details	
Title:	Manager Workplace Services
Level:	6
Time Fraction:	Part-time 0.8 FTE
Position Relationships:	Reports to Executive Manager Service Development and Quality
Principal Locations:	Head Office - Level 4 – 255 Bourke Street, Melbourne
Position Purpose:	<p>To manage and grow Workplace Services including:</p> <ul style="list-style-type: none"> ▪ being responsible for the strategic and operational aspects of the business unit; ▪ growing revenue through sales, marketing and effective client relationship management; ▪ developing new business products and services in line with best practice and industry standards ▪ delivering billable services including EAP, critical incident responses, coaching, training and if appropriately qualified investigations; and ▪ providing leadership and support to a team of contractors.
Major Responsibility Areas	Key Performance Indicators
<p>Strategic and Operational Aspects</p> <ul style="list-style-type: none"> ▪ Coordinate strategic, marketing, operational and human resource aspects of business services. ▪ Provide leadership and support to a team of contract consultants delivering all business services products. ▪ Ensure that all contractors comply with Relationship Matters policy and procedures. ▪ Respond to client requests and assess their needs. ▪ Customise and deliver a range of quality HR consulting services, in order to meet the needs of clients. ▪ Review, customise and develop, training and resource materials. ▪ Deliver high quality learning and development solutions. ▪ Provide one-on-one coaching where appropriate. ▪ As appropriate, represent the organisation in public forums; build linkages with customers and potential customers and referral sources to assist in the promotion of the organisation's services. ▪ Coordinate Workplace Services to achieve budget income and expenditure target. ▪ Be an active participant within the management team. ▪ Provide written reports as required. 	<ul style="list-style-type: none"> ▪ Continued growth of business. ▪ Contracted billing targets have been realised and budget revenue for the business services unit has been achieved. ▪ Professional and ethical leadership of all team members. ▪ Relationships with clients and potential clients can be demonstrated. ▪ All services, material and resources reflect the highest possible quality and standard for service delivery. ▪ Billing administrative procedures are sound and have been followed, and Budget revenue for Workplace Services has been achieved. ▪ Client records are kept to the highest professional standards. ▪ Business Services Stream achieve budget +/-10% in each cost / income stream.

<p>Employee Assistance Program / Critical Incident Response</p> <ul style="list-style-type: none"> ▪ Provision of primary consultation, which includes the initial intake and assessment interview. ▪ Provide general counselling interventions according to need. ▪ Ensure professional and ethical management of client case load. ▪ Where appropriate, refer clients to specialist services both internally and externally. ▪ Provision of primary consultation with organisations where a critical incident has occurred ▪ Actual critical incident intervention on-site at work-place or other venues as arranged with affected employees ▪ Follow-up where required. 	<ul style="list-style-type: none"> ▪ Ensure / delegate timely response to EAP appointments. ▪ Ensure the organisation offers a timely response to request for Critical Incident Debriefing appointments. ▪ Billing administrative procedures are commercially sound, meet Relationship Matters standards of probity and accounting practice. ▪ Budget revenue for the Business Services Unit has been achieved ▪ Client records are kept to the highest professional standards
<p>Monitor Program Performance and Quality</p> <ul style="list-style-type: none"> ▪ In consultation with the Executive Manager Service Development and Quality, monitor service in line with contractual requirements. ▪ Ensure program compliance with professional standards, State and Federal legislation and regulations. 	<ul style="list-style-type: none"> ▪ Ensure all data, electronic records and client files are maintained in line with professional and organisational standards. ▪ Monitor delivery of contracted number of hours, as per contract. ▪ Monitor Contractor's recording of work activities, client data, and case records against compliance requirement. ▪ Understand and maintain professional standards. ▪ Demonstrate commitment to supporting the mission and objectives of the organisation.
<p>Marketing / Promotion / Networking</p> <ul style="list-style-type: none"> ▪ When appropriate, attend network meetings, represent the organisation on working groups, and maintain professional networks and key relationships. ▪ Assist in developing and maintaining cooperative working relationships with other agencies, including State and Federal Government Departments. 	<ul style="list-style-type: none"> ▪ Attend network and community service events as appropriate. ▪ Participate in marketing and media events as appropriate. ▪ Promote a positive image of Relationship Matters, to members of the business sector and wider client community and service sector. ▪ Participate in relevant meetings and supervision.
<p>Data Collection / Reporting</p> <ul style="list-style-type: none"> ▪ Promote Relationship Matters activities to new and existing clients ▪ Foster internal links between Relationship Matters Family and Relationships Counselling, clinical, education, EAP, Mediation and Dispute Resolution and Business Services with a view to developing integrated program approaches within the agency. ▪ Maintain an awareness of evidence based practice and community trends, directions and needs which may provide opportunities for the organisation. ▪ Help progress the corporate management of the organisation and its strategic planning. ▪ Lead and manage the development of work plans, marketing plans, proposals, tender documents, submissions and correspondence as required. 	<ul style="list-style-type: none"> ▪ Ensure client information is recorded in accordance with organisation and contractual requirements. ▪ Assist in developing work plan, reporting and correspondence as required. ▪ Collect comprehensive data, including outcomes measurement data. ▪ Ensure work is within budget and according to policy. ▪ Assist the Executive Manager Service Development and Quality in any reporting requirements. ▪ Ensure client satisfaction, and that recommendations and referrals reflect the high client regard for the unit. ▪ Business development plan should complement the Relationship Matters strategic plan that is in place and should be reviewed annually.

- Develop and implement a business plan for the Business Services Stream.
- Contribute to budget development and Stream review.

Continuous Quality Improvement

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| <ul style="list-style-type: none"> ▪ Read and comply with of all Relationship Matters' Policies and Procedures, and understand any new or updated policy as issued from time to time. ▪ Be aware of the location on the Intranet of policy documents, forms and processes that relate to your day to day work, for reference as required. | <ul style="list-style-type: none"> ▪ Is able to demonstrate a working knowledge of all Relationship Matters' policies and procedures. |
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Workplace Health and Safety

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| <ul style="list-style-type: none"> ▪ Comply with safety in the workplace. ▪ Take reasonable steps to prevent risks to health and safety. ▪ Co-operate with Team Leaders and Management to enable compliance with safety, health and environmental duties. ▪ Report workplace incidents, hazards, accidents and emergencies immediately. | <ul style="list-style-type: none"> ▪ Understand and abide by all OH&S policies and procedures, and communicate these as required. ▪ Participate in training, drills and procedures. ▪ Report identified risks to the OH&S Representative |
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Key Selection Criteria

(Please note: Applicants need not respond in writing to all selection criteria)

- Relevant tertiary qualifications in organisational psychology, and demonstrated experience in design and delivery of organisational training programs. Additional qualifications in adult training is highly desirable. Qualifications and ability to conduct workplace mediations and investigations is also desirable.
- Absolute commitment to customer service.
- Experience in managing a professional services contractor team.
- Demonstrated experience in commercial consultancy and customer relationship management.
- Demonstrated experience in delivering EAP counselling and Critical Incident Management.
- Ability to administer and work within a specified program budget.
- Knowledge of any legislative frameworks likely to impact on service content and provision.
- Sound knowledge of contemporary counselling theory and practice.
- Ability to maintain professional independence and to work in a self-directed manner.
- A commitment to professional development, teamwork, efficient and effective service delivery and clients' best interests, including, a personal commitment to ongoing professional development.
- High level capacity to work flexibly and responsively in a team environment.
- High level of administrative, interpersonal and communication skills.
- Computer literacy is essential.
- Current Driver's Licence.
- Registration with, or eligibility for membership of, an appropriate professional body.
- Working knowledge of the Family Law Act 1975 will be highly regarded.

Personal Qualities

- High level interpersonal and communication capacities
- Affinity with Relationship Matters' values
- Generosity of spirit
- Capacity to 'join in'
- Team player

Terms and Conditions

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2010.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.
- Travel to Client Offices and Branches of the organisation, as required. A driver's licence is essential.

Acknowledgements

Position:	Manager Workplace Services		
Name:			
Signature:		Date:	
CEO's Name:	Janet Jukes		
CEO's Signature:		Date:	
Probationary Review:	6 Months	Date:	