POSITION DESCRIPTION

POSITION TITLE  Manager, Given the Chance
DIVISION       Work and Learning
DEPARTMENT     Given the Chance (GtC)
REPORTS TO    Senior Manager Given the Chance
REMUNERATION RANGE  $72,115 - $76,236 per annum plus superannuation

ORGANISATIONAL PURPOSE
Established during the Great Depression, the Brotherhood of St Laurence was the vision and creation of Fr Gerard Tucker, a man who combined his Christian faith with a fierce determination to end social injustice. The BSL has developed into an independent organisation with strong Anglican and community links. Today, we continue to fight for an Australia free of poverty.

At the Brotherhood of St Laurence, we are defined by the people that make up our organisation. With 600 employees and 900 volunteers across more than 50 sites, together we strive to help people experiencing disadvantage through research and policy and services and advocacy.

As well as providing services and programs for families and elderly on low incomes, refugees, young people and the unemployed, we research the causes and effects of poverty and advocate national and local policy solutions for people who are disadvantaged.

The BSL is currently focusing its work on strategies to alleviate and prevent poverty for those people most at risk at the four transition stages considered critical to their future well-being: the early years, the years from school to work, periods in and out of work and retirement and ageing.

Our Strategic Plan for 2015 – 2020 identifies five organisational objectives:

- to demonstrate how to reduce disadvantage and increase social, civic and economic participation through quality, evidence-based policy, programs and practice
- to undertake quality research, gather knowledge and evaluate evidence to inform and support our work
- to work collaboratively and in partnership with others to influence policy and practice.
- to strengthen our organisational capability to support innovation and respond flexibly to changed circumstances
- to collaborate with Aboriginal and Torres Strait Islander peoples and ensure the Brotherhood supports their rights and aspirations.

Each of these priorities is underpinned by well structured, researched and documented body of knowledge to support all elements of work within the Brotherhood.
DIVISION & DEPARTMENT PURPOSE

The Work and Learning Division of the Brotherhood of St Laurence seeks to assist people to live and work independently through access to effective, high quality employment, training and support programs. The department also advocates for appropriate and innovative community responses to employment and related issues. Current programs in the Work and Learning Division include:

- **Given the Chance** – delivers a range of demand-led employment programs that work closely with both employers and disadvantaged jobseekers including refugees and asylum seekers, long term unemployed, jobseekers with disability, mature aged jobseekers, and parents with young children seeking work across Melbourne (currently Fitzroy, Dandenong and Epping). Given the Chance operates three main projects as follows:
  
  o **Given the Chance Group Training Organisation (GTO)** brokers and provides traineeships, labour hire and work placement opportunities for jobseekers with a range of host employers across Melbourne.
  
  o **Given the Chance for Asylum Seekers (GtCAS)** supports asylum seekers into employment. The program is funded through private philanthropy and works closely with employers to secure job opportunities for participating asylum seekers.
  
  o **Given the Chance, Jobs Victoria Employment Network (JVEN)** supports disadvantaged jobseekers into employment in partnership with local providers and employers at sites in Dandenong and Whittlesea. This project is supported by funding from the Victorian Government as part of the Jobs Victoria Employment Network.

- **Training Services** – incorporating a Registered Training Organisation (RTO), this service provides accredited training funded under the Victorian Training Guarantee (VTG) and pre accredited training delivered as Learn Local, funded by the Adult Community and Further Education (ACFE) Board. Training Services is also responsible for delivering the new Reconnect program in Dandenong, Frankston, Hume and Whittlesea.

- **Work and Learning Centres** – operate in four regional and one inner Melbourne location. Funded by the Victorian State Government and delivered in partnership with local community organisations, WLCs promote employment pathways and learning opportunities for disadvantaged people living in areas with high concentrations of public housing.

- **Community Safety and Information Service** – is a social procurement concierge service delivered with funding from the Victorian Government’s Department of Human Services. The program supports Public Housing Tenants through a traineeship model to obtain ongoing work in the security or customer services industries.

- **Parents Next** - This program works with parents in the City of Hume to help them to identify their education and employment goals, develop a pathway to achieve their goals and links them to activities and services, including training, in the local community.

POSITION PURPOSE

The Manager – Given the Chance, Flemington is responsible for successful delivery of Given the Chance, Jobs Victoria and the Given the Chance for Asylum Seekers projects in Moonee Valley, Flemington, North Melbourne and the Western Region. This position leads the Flemington/North
Melbourne team to achieve performance targets/KPIs that meet contractual and evidentiary requirements for the Department of Employment’s Jobs Victoria program, and for the asylum seeker program.

The Manager is also responsible for establishing and maintaining collaborative relationships with partner agencies, local service providers, local government, community organisations and other agencies to ensure referral pathways and access to high quality activities and services for participating jobseekers.

KEY RESPONSIBILITIES AND DUTIES

1. Employee management and accountability

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to the Brotherhood’s quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with the manager, set goals and objectives to ensure outcomes are met
- Provide coaching and support to all direct reports in the performance of their duties, monitoring and providing appropriate feedback in accordance with Brotherhood policies and procedures and ensuring performance targets/KPIs, evidentiary and compliance requirements are met.
- Model the Brotherhood values and adhere to the Code of Ethical Behaviour in everyday work practices
- Take responsibility for managing risk, safety, health and compliance in own area of responsibility and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.

2. Operations and compliance management

- Play a key role in the planning, establishment, and delivery of project objectives, targets, outcomes and all contractual and compliance obligations at the site
- Collaborate with partner agencies and ensure that roles and responsibilities of the partner agencies and the Given the Chance team are clearly understood by all parties to create seamless pathways and ensure wrap around support for clients
- In consultation with Senior Manager, adapt and develop the Given the Chance operational model to ensure it is responsive to identifying and addressing any barriers to employment experienced by a diverse range of jobseekers and document these adaptations
- Promote a team approach and foster a culture of excellence in service delivery and positive client outcomes that supports both participating jobseekers as well as participating employers
- Work with BSL Volunteer Services and partner agencies to recruit and engage volunteers to provide additional, high quality support to participating jobseekers
- Monitor income and expenditure for the delivery site, and provide analysis of budget variances and issues to management with recommendations for corrective action
- Contribute to the development of Given the Chance’s data systems and ensure appropriate reporting, data collection and evidentiary systems are established and maintained to meet the reporting requirements
- Provide timely, accurate data/reports in line with internal requirements, contract schedules and funding arrangements, including reporting and compliance with the Department of Economic Development, Jobs, Transport and Resources (DEDJTR) Jobs Victoria contract and ensure staff do the same
• Monitor project KPIs and present information at meetings or other forums as required
• Identify project risks and opportunities, make recommendations to management to address these and implement approved actions
• Contribute to the advocacy objectives of the Given the Chance for Asylum Seekers project and when required, carry out or contribute to actions identified in the Advocacy Plan
• Collaborate with the Employer Engagement team to ensure sound understanding of employer requirements and to support jobseekers to meet those requirements
• Support a caseload of participating jobseekers to ensure KPIs are met.

3. Stakeholder engagement
• Build and maintain relationships with key stakeholders both internally and external (local community and health services, TAFE and other local employment and training programs) to ensure jobseekers can access high quality services and learning programs and to ensure agencies refer jobseekers to Given the Chance for support
• Participate in local networks of providers, or convene networks where necessary to build up and promote client flow and support
• Represent the Brotherhood and the program in a variety of networking and professional forums as necessary.

4. Multi-Skilling
• The incumbent may be directed to carry out such duties as are within the level of the position and scope of the incumbent’s competence and training as directed by the manager.

SCOPE OF RESPONSIBILITY
Direct Reports  Recruitment and Field Officers, Administrative Officer, Volunteers
Budget Responsibility  $1.3 Million

ORGANISATIONAL RELATIONSHIPS
Internal Stakeholders  Given the Chance Teams, Work and Learning staff particularly the Registered Training Organisation and Group Training Organisation, Community Relations and Communications, Transition to Work Team – Frankston.

External Stakeholders  North Melbourne Football Club and “The Huddle” youth project, Moonee Valley City Council and the Flemington Community Centre, Workskill Job Active, Victoria University, Community Leaders and Organisations.

KEY SELECTION CRITERIA
Essential
• Demonstrated experience in successfully establishing and managing employment or related programs that engage and work with people experiencing disadvantage, including achieving performance targets and milestones and meeting reporting and compliance requirements for government or other funders
• Proven people management skills in managing a small team to achieve performance targets and deliver high quality services to the community
• Proven ability in developing and maintaining positive relationships with a range of stakeholders including community organisations, government, service agencies and employers/business
• Excellent communication and interpersonal skills including the ability engage and communicate effectively with clients of different ability and cultural backgrounds
• Strong analytical skills with the ability to interpret data/information and make recommendations to improve service delivery and outcomes
• Highly developed written skills with capacity to prepare reports or other materials for a variety of audiences
• High level of IT skills including use of client record management databases and Microsoft programs
• Understanding of and empathy with the values and ideals of the Brotherhood.

MANDATORY EMPLOYMENT CRITERIA

• Specific work requirements include attendance at a variety of different work locations.
• Proof of eligibility to work in Australia is required
• A satisfactory Police Check is required. The Brotherhood will facilitate this process

ACKNOWLEDGEMENT

I, Insert Name, have read and accept the Position Description as stated above. I acknowledge the description of the position is an outline and guide to the duties of the professional activities needed to undertake the position successfully. I understand that a review of the position description may occur and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

Manager Signature

Date

Employee Signature

Date