



metro assist

POSITION DESCRIPTION

Position Title	Manager Settlement, Employment and Tenancy Advice and Advocacy Programs
Employment Status	Full Time (35 hours p/wk)
SCHCADS Award	Above Award
Reporting to	Chief Executive Officer
Directly Supervising	Settlement Services Team Leader Employment Service Team Leader Tenancy Advice and Advocacy Program Team Leader
Service Area	Canterbury-Bankstown, Inner West, parts of Georges Bay and Sutherland
Office location	Campsie and Bankstown
Date Prepared	August 2024

Position Summary

As a senior executive, the role leads and oversees a diverse portfolio of human services and programs, including settlement services, employment services and tenant's advice and advocacy program.

Metro Assist's settlement services are aimed at helping migrants and refugees settle successfully into Australian life. Employment programs include the Dress for Work social enterprise, Refugee Employment Support, and the ParentsNext program. These services aim to enhance vulnerable jobseekers' employability skill and employment outcomes through skills development, professional attire fitting (for men), mentoring, and access to training, education and job opportunities. Southern Sydney Tenants Advice and Advocacy Service (SSTAAS) promotes social justice through the provision of free tenancy advice, information, advocacy, tribunal representation and education to disadvantaged renters.

The role requires navigating the complex landscape of social service delivery and funding environments, ensuring that programs meet the community's evolving needs and are delivered in a holistic and person-centred manner. Key responsibilities include leading and supporting program team leaders to build a cohesive team, ensuring service delivery performance is in line with contractual requirements and organisational policies, driving improvements in service practices, establishing and maintaining strategic partnerships, and engaging in sector development and policy advocacy initiatives within the scope of the programs. Additionally, the role focuses on stakeholder engagement and fostering the growth of the programs within the area of responsibility.

ROLE REQUIREMENTS

Core Responsibility	
Vision, Mission, Values and organisational/Sector knowledge	
Role Requirements	Key Performance Measures
<ul style="list-style-type: none"> A broad knowledge and understanding of the Vision, Mission and Values of Metro Assist, organisation's strategic directions and Metro Assist Services. 	<ul style="list-style-type: none"> Articulates and promotes the organisation's vision, mission and values within the context of programs and more broadly. Enhances organisational knowledge and capacity within the team and areas of responsibility. Contributes to organisational values and promotes a positive organisational culture.
<ul style="list-style-type: none"> Thorough understanding of the objectives and roles of other relevant organisations (community, government, for-profit and peaks), and the interrelationships and implications for Metro Assist. 	<ul style="list-style-type: none"> Adapts service development, targets and strategies within the relevant areas of responsibility according to external environmental factors including policy changes, service reforms, funding environment and service demand.
Corporate Governance	
Role Requirements	Key Performance Measures
<ul style="list-style-type: none"> Board and management reporting 	<ul style="list-style-type: none"> Provides accurate and timely reports on service performance, key issues, recommendations, and changes in government policies/reforms relevant to the program areas, along with their likely impacts on the organisation and workforce, to the CEO and the Board.
<ul style="list-style-type: none"> Risk management 	<ul style="list-style-type: none"> Manage risks within the areas of responsibility in line with Metro Assist Risk Management Framework and relevant service and functional procedures. Promote risk conscious culture within the teams.
<ul style="list-style-type: none"> Information security 	<ul style="list-style-type: none"> Ensures that client data is protected, and their confidentiality maintained. Ensures compliance with information security policy, undertakes risk assessment of information assets, sets up security controls and monitors Information security performance within the program operation area. Complies with Metro Assist information security policy, standards, plan and procedures relevant to program area. Ensures the security and protection of information assets under their custody.
<ul style="list-style-type: none"> Workplace Health & Safety 	<ul style="list-style-type: none"> Demonstrates a duty of care in ensuring compliance with WHS policies and procedures, maintains a safe and healthy work environment and systems of work including psychological safety within the program operation area. Ensures risks, hazards and incidents are reported by the team and managed as per WHS policies and procedures.

<ul style="list-style-type: none"> Adherence to regulatory and policy framework 	<ul style="list-style-type: none"> Ensures that services comply with legislation governing programs, organisational policies and procedures, compliance framework and relevant industry standards.
<ul style="list-style-type: none"> Contract management 	<ul style="list-style-type: none"> Oversee all facets of contract management and relationships with funding bodies, subcontractors, and relevant parties, ensuring compliance, risk mitigation, and reporting requirements are met to effectively fulfill all service obligations.
<ul style="list-style-type: none"> Compliance 	<ul style="list-style-type: none"> Ensure all service compliance requirements are met, including timelines and deadlines. Respond to and address complaints, issues, and critical incidents within the service areas promptly and in line with the organisational policies.

Functional Responsibility

Service Strategy

Role Requirements	Key Performance Measures
<ul style="list-style-type: none"> Strategy and development 	<ul style="list-style-type: none"> Provide program level strategic input to inform the development of organisational strategy and participate in the organisational strategic planning and review process. Develop operational plans within the areas of responsibility Develop and implement innovative service strategies that are responsive to evolving community needs, and drive service expansion within the areas of responsibility.
<ul style="list-style-type: none"> Tender/Grant Submission 	<ul style="list-style-type: none"> Identifies new tender/grant opportunities within the scope of programs. Plans and writes high-quality grant and tender submissions for existing or new programs in collaboration with the CEO, Finance Manager, Team Leaders and relevant team members across the organisation.

Service delivery

Role Requirements	Key Performance Measures
<ul style="list-style-type: none"> Service design and delivery. 	<ul style="list-style-type: none"> Analyse industry and internal information to guide service delivery strategies, map service needs and demand, enhance client outcomes, and identify opportunities to strengthen service delivery. Liaise with peak representative bodies such as SCOA, Refugee Council of Australia, Tenancy Union where necessary to develop a broader perspective of specific issues faced by clients. Establish and implement service delivery approaches and practices in line with contemporary best practice and relevant industry standards/frameworks and evidence-based practices. Develop, plan, and implement service work plans, including objectives, service models, budgets, and KPIs that ensure best possible service outcomes within the grant funding and fee for service environment. Ensures staff comply with prescribed actions, timeframes and deadlines associated with service delivery and reporting.

<ul style="list-style-type: none"> • Continuous Improvement 	<ul style="list-style-type: none"> • Continuously improve service procedures and operational practices to ensure compliance with contractual obligations and organisational policies. • Implement and maintain robust systems that meet best practice standards and achieve program targets. • Foster a culture of team collaboration in pursuing the organisation and program strategic goals and embracing ongoing enhancements in work practices. • Proactively identify service gaps and improvement opportunities across the services by gathering client, staff and other stakeholders feedback and use these insights to enhance service delivery practices.
<ul style="list-style-type: none"> • Monitoring and evaluation 	<ul style="list-style-type: none"> • Develop and implement internal monitoring and evaluation framework and methods for services and programs in line with the funding agreements and service outcome requirements. • Commission and coordinate external service evaluation as and when required.

Partnership and stakeholder relationships

Role Requirements	Key Performance Measures
<ul style="list-style-type: none"> • Develop/maintain strategic relationships with stakeholders 	<ul style="list-style-type: none"> • Establish and maintain strategic relationships with representatives of funding bodies, contract managers, government agencies, and key service and support agencies, fostering relevant and effective collaboration. • Develops and maintains relationships with corporate partners including key employers
<ul style="list-style-type: none"> • Government relations and policy advocacy 	<ul style="list-style-type: none"> • In collaboration with the CEO actively engage with government representatives and policymakers, ensuring Metro Assist's and the communities' perspectives are well-represented on policy issues. • Respond to government service reforms within your areas of responsibility. • Participate in relevant policy consultations and roundtables.

Financial Management

Role Requirements	Key Performance Measures
<ul style="list-style-type: none"> • Budget development and accountability 	<ul style="list-style-type: none"> • Oversees service budgets including the development of the annual service budget in partnership with the Finance team, and managing expenditures.
<ul style="list-style-type: none"> • Responsible management of financial resources within programs 	<ul style="list-style-type: none"> • Monitors expenditure within program budget and identifies any actual or potential variances. • Supervises staff use of resources and finances. • Acts within delegated authority.
<ul style="list-style-type: none"> • Fraud risk management 	<ul style="list-style-type: none"> • Reports any fraudulent use of resources within the organisation, or by suppliers/contractors.

Leadership and communication

Role Requirements	Key Performance Measures
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<ul style="list-style-type: none"> • Leadership and team management 	<ul style="list-style-type: none"> • Provide leadership, support, and supervision to team leaders, ensuring they are adequately resourced and supported to achieve optimal team performance. • Foster a positive team culture by modelling expected standards of workplace behaviour and leading by example. • Enhance the team's capabilities by promoting professional development opportunities relevant to their roles. • Address grievances and performance issues promptly and effectively, tackling any sub-optimal performance in accordance with organisation policy and procedures. • Promote teamwork and collaboration and cultivate productive and positive work relationships across the organisation.
<ul style="list-style-type: none"> • Team communications. 	<ul style="list-style-type: none"> • Effectively communicates directives from the Board and Management to the team promptly and clearly and ensures directives are adhered to. • Regularly consults with the team on new initiatives, policy changes, and other organisational matters. • Successfully negotiates complex arrangements within the team.
<ul style="list-style-type: none"> • Change management 	<ul style="list-style-type: none"> • Effectively communicates the purpose of the change to the team. • Provides necessary resources and support, address concerns and resistance, engage team members in the process, and offer training and development opportunities to equip the team for the transition. • Fosters a culture of adaptability and innovation to keep the team motivated and aligned with the change goals.
<p><i>Special Projects/Tasks</i></p>	
<ul style="list-style-type: none"> • As and when required by CEO 	<ul style="list-style-type: none"> • Satisfactorily completes project within defined scope, specification, timeframes and budget

Decision Making Authority

Refer Delegation Matrix

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited's policies and procedures. Issues can be resolved without reference to your immediate supervisor but matters which are outside the policy framework or which may potentially escalate to the detriment of Metro Assist Limited must be reported to your immediate supervisor.

Date Prepared/Updated	August 2024
Approved	Chief Executive Officer

Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____