



POSITION DESCRIPTION

Title:	Service Leader
Business Unit:	Employment Services
Employment Type:	Full time
Reports to:	Business Leader

ABOUT UNITING

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the services and advocacy arm of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, sexual orientation and gender identity. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

POSITION PURPOSE

This role is responsible for leading the team and successfully implementing business strategies to achieve performance outcomes.

SCOPE

Budget: Set annually

People: Senior Employment Coach, Customer Service Specialists, Employment Coach

Relationships:

Internal:

- All employment services staff
- All Uniting program staff

External:

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- Employment services providers / participants
- Employers
- Program partners (where relevant)
- Government funding bodies

KEY RESPONSIBILITY AREAS

Service delivery

- Supervise, engage and develop a team of front line staff who deliver employment support services to participants to achieve the desired outcomes
- Create, evolve and inspire a collaborative, supportive and positive participant focused team culture
- Ensure teams deliver high quality customer services that result in excellent participant outcomes
- Ensure service delivery is within the set budget to ensure optimal participant and service outcomes are achieved within the resources provided
- Manage services to meet minimum funding requirements to ensure services meet all service accreditations
- Effectively manage the systems, processes and infrastructure that support service delivery
- Support the growth and development of services through effective relationship building with internal and external stakeholders

Leadership/Teamwork

- Actively contribute to the development, delivery and maintenance of a high functioning and responsive team
- Foster collaboration and team work within and across programs and services
- Promote and maintain a positive environment
- Manages team dynamics, supports productive working relationships and work-life balance
- Escalate and report customer problems to the Business Leader where necessary
- Work collaboratively and positively with team members to consider and resolve complex customer problems

Coaching and Supervision

- Drive the formal leadership, learning and coaching of team members
- Provide ongoing supervision, coaching, support and constructive feedback to address individual and team capability gaps and grow potential
- Assist in prioritising the work of others
- Promote and model sharing of knowledge and information
- Assess the effectiveness of team members and participate in organising the allocation of staff
- Assess team members' effectiveness and complete Annual Performance and Development

Communication

- Written and verbal communication skills are required
- Demonstrate active listening in order to obtain relevant information from staff /participants / employers

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Continuous Improvement

- Identify opportunities for improvement to services, provide and recommend changes to procedures and standards that impact beyond own team
- Take action to promote or implement new ideas and encourages others to do so
- Work with the Business Leader to implement innovation and continuous improvement in service delivery

Building Relationships

- Understand relevant stakeholder relationships and the importance of these to the organisation
- Assist with building and maintaining professional stakeholder relationships
- Develop and maintain effective relationships with key stakeholders including participants, employers, families, peak bodies, community service organisations, relevant professionals and government officials

Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting’s values and professional standards of behavior
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to General Manager People and Culture
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position

PERFORMANCE INDICATORS

- Maintaining a minimum star rating across all contracted ESA ensuring sites are not impacted through business reallocation processes
- Meeting revenue targets
- Complying with program assurance requirements and meeting service standards across operations

PERSON SPECIFICATION

Qualifications

- Essential: Tertiary Qualification in Administration, Business, Commerce or Social Sciences
- Essential: Current valid driver’s license

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Experience

- Proven experience in staff management
- Experience working in a target driven environment

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for participants
- **Professionalism:** Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Values diversity as a strength and positively utilises diversity
- **Participant Focused:** Prioritises needs of participants
- **Communication:** Sound communication skills

This position description is subject to review and may change in accordance with Uniting’s operational, service and customer requirements.

Employee Name:		Manager Name:	
Date:		Title:	
Signature:			

Employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of and paid, unpaid work or participation in any service or undertaking.

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