# Role Description

**Role Title:** Team Leader  
**Department:** Employment Services  
**Reports to:** Site Manager

## Organisational Environment

MADEC is a community based non-profit company dedicated to servicing the Sunraysia, Mid Murray, Murray Darling, Riverland, Murraylands, Kadina/Clare and Adelaide South regions. As an innovative and responsive community business MADEC will meet the needs and aspirations of individuals and communities through premium provision of community education, training, employment and enterprise services.

MADEC operates as a multi-site service provider within Job Services Australia, managing an Education, Employment Services Contract which delivers employment/educational outcomes for defined client groups in accordance with guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR).

## Primary Purpose of Role

The main focus of the position is to lead the employment services team in the achievement of client outcomes in accordance with contracted Job Services Australia Contract in order to meet contracted targets in accordance with relevant guidelines and legislation.

<table>
<thead>
<tr>
<th>Direct Reports to this Role</th>
<th>Total Number of Reports</th>
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<tbody>
<tr>
<td>Employment Consultants</td>
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## Key Relationships

| Internal | Reports on a day to day basis to the Site Manager  
Works in collaboration with and provides support to other members of the team  
Provides leadership to Employment Consultants and administrative support personnel within MADEC |
|----------|--------------------------------------------------|

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<tr>
<th>External</th>
<th>Has significant contact with other MADEC personnel, Centrelink, local employers and education and training providers</th>
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**Key Responsibilities/Accountabilities:**

- Ensure compliance with DEEWR contractual obligations set in Job Services Australia Contract and the Services Guarantees and Code of Practices.

- Correctly document information in accordance to the Job Services Australia contract, guidelines, Key Performance Indicators and MADEC Work Instructions.

- Conduct regular internal audits to ensure client files, case notes, inputs into the DEEWR IT system and all other documentation are relevant and in line with the Contract.

- Ensure ECs proactively promote and market MADEC clients to potential employers to secure ongoing sustainable employment outcomes.

- Working with your team to maximize outcomes for eligible jobseekers, particularly the long term unemployed and highly disadvantaged.

- Oversee the lodging of vacancies as they become known, on the National Vacancy Database, to ensure these comply and are done in a timely manner.

- Have an understanding of AQTF. Oversee the Trainers to ensure they plan, develop, implement, assess and evaluate a range of accredited and fee for service training programs, both on campus and as Traineeships.

- Maintain accurate statistics on specified data, e.g. employer contacts, Employment Pathway Plan, vacancies raised, placements an interim and outcomes as per MADEC’s policies and procedures.

- Organise for delivery of job search workshops with designated activities to accommodate individual training needs of jobseekers to ensure outcomes.

- Maintain privacy and security of all records according to the Social Security and Privacy Acts.

- Motivate and drive team to achieve required outcomes, delivering high quality and ethical employment services.

- Facilitate and coordinate the training needs of team members.

- Continually review site performance, develop and implement new strategies in conjunction with the Site Manager.

- Ensure all stream services are operating in accordance with Job Services Australia Contract.

- Manage providing leadership and mentoring to ensure staff reach and/or exceed performance objectives detailed in Site Business plan.

- Conduct annual and probationary review for all direct reports.

- Provide accurate statistics on specified data and prepare other reports as required by Site and Regional Managers.

- Attend and participate in regular staff meetings.

- Establish and maintain contact with local employers by effectively servicing their vacancy requirements.

- Actively promote MADEC and all of its services to the wider community.

- At all times act in accordance with the applicable regulations, policy and procedure, with respect to confidentiality, anti-discrimination and Occupation Health and Safety.

- Other duties as directed.

**General**

- Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

- Participate in staff appraisal/professional development review process at least annually.
Participate in the Quality and Safety Management System by assisting with monitoring and evaluating of activities and mechanisms, identifying opportunities for improvement and correcting problems to improve customer service.

Adhere to MADEC's policies and procedures and "Code of Conduct" for employees.

Complying to OH&S and EEO requirements by supporting the overall Quality and Safety Management System to provide a safe and healthy work environment, free from sexual harassment and discrimination.

Comply with MADEC's Environmental Management System (EMS) by committing to the continuous improvement of our environmental performance by implementing measures to ensure avoidance of environmental harm and minimisation of impacts.

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<th>Qualifications and Experience:</th>
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<td>Qualifications/ Memberships:</td>
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<tr>
<td>Maintenance of a current driver's license is essential</td>
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<tr>
<td>Certificate IV in Employment Services is desirable or equivalent experience.</td>
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<td>Experience:</td>
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<tr>
<td>An understanding of the Jobs Services Australia system, in particular, servicing requirement and knowledge of support services available to jobseekers</td>
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<td>Knowledge of local referral agencies and other providers of complimentary programs</td>
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<td>Knowledge of the local district and labour market requirements</td>
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<tr>
<td>A working knowledge of relevant legislation, e.g. the Social Security Act, Privacy Act, Freedom of Information Act, Anti-Discrimination legislation and mechanisms and Occupational Health and Safety regulations</td>
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<tr>
<td>Skills:</td>
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<td>Experience in managing and motivating staff to achieve performance and financial targets and objectives in accordance with defined business guidelines and contracts</td>
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<td>Strong negotiation and conflict resolution skills</td>
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<td>Excellent administrative organisational and report writing skills with a strong focus on accuracy</td>
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<td>Advanced communication skills and the ability to identify and interpret employer vacancy requirements, including matching and referring suitable job seekers.</td>
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<td>Competent use and knowledge of computer software, particularly MS suite of products and proficiency in the use of databases</td>
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<td>Proven ability to develop strong relationships with employers in industry</td>
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<td>Personal Attributes:</td>
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<td>Interpersonal, oral and written communication skills appropriate to the primary objectives of the role</td>
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<td>A willingness and capacity to learn on a continuous basis</td>
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<td>Ability to apply skills and knowledge outside the confines of the major role, to exercise initiative and to adapt to changing demands</td>
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<td>Able to work both autonomously and as a team member</td>
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<td>An understanding of and commitment to quality and customer services</td>
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A non-judgmental and empathetic attitude and showing acceptance of people of diverse backgrounds

Effective organisational and time management skills

Capacity to provide leadership and gain the cooperation of others

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**Reporting Lines**

![Diagram showing the reporting lines from Site Manager to Team Leader to Employment Consultants]

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**At MADEC We Value**
### Trust, Honesty and Accountability
The upholding of trust, honesty and individual and organisational accountability in all we do and say.

**The behaviour:**
- Walks the talk
- Shows respect
- Is transparent
- Is accountable

**Two or three key actions to demonstrate in this role:**
- Communicates consistently, honestly, constructively and with good intent.
- Recognise, give credit too and respect our people for their contributions.

### Dignity and Respect
The right of each and every person to be treated with respect and dignity.

**The behaviour:**
- Supports team members and colleagues
- Builds relationships
- Energises others

**Two or three key actions to demonstrate in this role:**
- Treats colleagues and subordinates in a fair and equitable manner.
- Build relationships across the organisation.
- Relates easily with a wide range of diverse people.

### Initiative and Creativity
The initiative and creative potential of individuals and the contribution they can make to MADEC.

**The behaviour:**
- Open to new ideas
- Shows initiative
- Adaptive

**Two or three key actions to demonstrate in this role:**
- Open to new ideas and processes
- Collaborate on changes and support ideas of others.

### Growth and Development
The professional growth and development of board members, management and staff that will enhance their skills, knowledge and experience.

**The behaviour:**
- Creates a picture of success
- Develops and coaches others

**Two or three key actions to demonstrate in this role:**
- Provides service, knowledge and experience to others.
- Provides a culture that supports continual learning.

### Quality and Continuous Improvement
The development and delivery of high quality services to our clients and customers through continuous improvement and organisational development processes.

**The behaviour:**
- Understands the business
- Seeks opportunities for business benefit
- Thinks analytically
- Thinks conceptually

**Two or three key actions to demonstrate in this role:**
- Understands how the department works and contributes to business success
- Challenges the status quo
- Continually reviews processes to ensure best practice.
**Economic, Social and Environmental Sustainability**
The principles and practices of economic, social and environmental sustainability.

**The behaviour:**
- Understands the business
- Seeks opportunities for business benefit
- Thinks analytically
- Thinks conceptually

**Two or three key actions to demonstrate in this role:**
- Seeks opportunities to improve, quality and efficiency, safety, health and the environment
- Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
- Being thoughtful about resource

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**Role Description developed by:**

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**Authorised by:**

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Louise Williams</td>
<td>Human Resources Manager</td>
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