



POSITION DESCRIPTION

Position Title:	Account Manager
Department:	National Harvest Labour Information Service (NHLIS)

ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With a proud 40 year history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

PRIMARY PURPOSE OF ROLE

The primary focus of this position is to provide pastoral care and support to workers engaged in the Seasonal Worker Program.

Note: extensive intrastate and interstate travel is a requirement of this position

Direct Reports to this Role	Total Number of Reports
n/a	n/a

Key Relationships

Internal	
External	Stakeholder and grower organisations, local economic/development organisations, employment service providers, employers and harvest labour service providers, tourist and accommodation operators and transport company officials

KEY RESPONSIBILITIES / DUTIES

Worker Liaison and Pastoral Care Duties

Co-ordinate arrivals and departures of SWP workers.

Conduct and oversee induction and orientation processes of all new workers (both SWP and Labour Hire employees), ensuring they work closely with the host employers needs and policy framework.

Provide pastoral care and guidance to new workers, ensuring they are familiarised with the local community, customs and way of life.

Coordinate and conduct pastoral care requirements as required by SWP workers, this includes assisting workers assimilate into their new community by introducing them to local church groups, sporting groups, etc. It also includes orientating them to their new community, ensuring the workers are aware of local services (including medical, supermarkets, banks, transport and other services and facilities).

Assist in fostering positive relationships between all workers with the emphasis on respect for one another and the guidelines of their engagement and sponsorship.

Educate and hold accountable workers who do not adhere to the guidelines of their assignment, the law and/or community standards.

Where required, transport workers to medical services.

Liaise with accommodation owners on a regular basis and address matters that may be raised.

Facilitate suitable consultative mechanisms to provide a supportive and encouraging environment for effective communication between the accommodation owners, host employer, MADEC, and the home country.

Overseeing the work assignment

Support the workers and the host employer in ensuring a positive and productive working arrangement is achieved. Educate and counsel workers on work place requirements (where requested by the host employer), including but not limited to safety requirements.

Manage all day to day worker or host employer related enquiries.

Assist the State Manager / Business Development Consultant in the gathering of information (where required) in relation to a performance and / or conduct matters.

Refer all account management matters regarding the host employer to the Manager – Harvest and Labour Hire Services.

Conduct risk assessments on site prior to the worker assignment commencing.

Report all incidents and accidents to the HSE Manager. Assist in the investigation (under advice) and gathering of information as it relates to the incident, accident and /or Workcover processes.

Administration and Reporting

Provide reports to the Manager as requested.

Compliance with policies, procedures, systems and processes to facilitate the effective management and reporting of contract performance and other measures.

Ensure that the Manager Harvest and Labour Hire Services is kept adequately informed of significant operational and contract performance issues.

Participate at relevant industry meetings, conferences and events

External activities

Attend meetings, discussions and visit relevant State regions, in order to promote the Harvest Labour Services and to keep abreast of changes in the regional needs for harvest labour.

Gather information about seasonal harvest vacancies, accommodation, transport, conditions of employment and relevant legislation and designated State areas.

Corporate responsibilities

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

Participate fully in staff appraisal and professional development review processes.
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.
Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

Qualifications and Experience:

	Essential	Desirable
Qualifications:	<p>The maintenance of a current driver's licence is essential.</p> <p>Police Check</p> <p>Working with Children Check (or its equivalent).</p>	
Experience:		Experience in a similar position is desirable
Skills:	<p>Well-developed verbal and written communication skills, with the ability to actively listen and pass on relevant information accurately and appropriately.</p> <p>Demonstrated high level of organisational ability and initiative including capacity to set priorities and work to deadlines.</p> <p>Ability to develop and maintain strong partnerships with stakeholders. Understanding of risk management principles.</p> <p>Effective negotiation, influencing and conflict resolution skills</p> <p>Excellent administrative and organisational skills with a strong focus on accuracy.</p> <p>Ability to work independently.</p>	

Competencies

All employees must:

Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</p>
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>
Integrity	Be authentic.

	<p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

At MADEC We Value

Trust, Honesty and Accountability

The upholding of trust, honesty and individual and organisational accountability in all we do and say.

Competency

- Accountability
- Communication
- Integrity

The actions:

- Be authentic, deliver upon our promises and hold self and others accountable.
- Communicate consistently, honestly, constructively and with good intent.
- Recognise, give credit to and respect our people for their contributions.

Dignity and Respect

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

Competency

- Integrity
- Communication
- Team Work

The actions:

- Relate to team members and customers in a fair and equitable manner.
- Build sustainable and productive relationships across the organisation.
- Relates easily and is accepting of people from a diverse backgrounds.

Initiative and Creativity

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

Competency

- Adaptable
- Customer focus
- Team Work

The actions:

- Open to new ideas and seeks opportunities for improvement.
- Collaborate on changes and support ideas of others.
- Seek improvement and accept change.

Growth and Development

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

Competency

- Accountability
- Adaptable
- Integrity

The actions:

- Provide service, knowledge and experience to others.
- Create a picture of success and strive for excellence.
- Provide 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.

Competency

- Adaptable
- Integrity
- Customer focus

The actions:

- Understand how individual, team and department operates and contributes to business success
- Challenges the status quo.
- Seek opportunities for business benefit by continually reviewing processes to ensure best practice.

Economic, Social and Environmental Sustainability

The principles and practices of economic, social and environmental sustainability.

Competency

- Accountability
- Adaptable
- Integrity

The actions:

- Seek opportunities to improve quality and efficiencies, safety, health and the environment.
- Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
- Being thoughtful about resources.

Position Description reviewed by:

Manager name:	[]	Title:	[]	Date:	/ /
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Employee acknowledgement of Position Description:

Employee Name:	[]	Signature:	[]	Date:	/ /
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Please provide copy of Position Description to employee.
Employee to sign and return to Human Resources.