

## POSITION DESCRIPTION

<b>Position Title:</b>	Seasonal Worker Coordinator
<b>Department:</b>	National Harvest Labour Service

### 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 over 40 years of 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 main focus for the position is to provide high level administrative support for MADEC's Seasonal Worker Program.

Direct Reports to this Role	Total Number of Reports
Nil	Nil

### Key Relationships

<b>Internal</b>	Chief Financial Officer Finance team staff Labour Hire staff NHLS State Managers MADEC staff across all departments
<b>External</b>	MADEC Auditors and other bodies as required Department of Employment Department of Immigration and Border Protection Home Country officials and representatives

<b>KEY RESPONSIBILITIES / DUTIES</b>
<b>Administrative duties</b>
Timely and accurate administration of the MADEC SWP work program
Workers arrive by agreed time
Clear and compliant processes are in place for the SWP and these are documented and accessible
Document templates exist for MADEC documents required to support the SWP Process
Comply with all regulatory requirements
Develop clear and compliant processes are in place for the SWP and these are documented and accessible
Formal reports submitted within departmental timeframes
Issues reported to relevant departments within a day of occurrence
An accessible audit trail exists with all auditable and relevant documents filed and accessible
Prepare client and worker documentation including quote letters, contracts and other required documents
Organise and manage health insurance and health insurance issues
Undertake risk and financial analysis to determine the viability of SWP assignments
Manage the recruitment and visa application process with home countries
Prepare and manage timetables for each assignment
Provide advice on timing and processes of SW recruitment
Ensure timely completion of DOE forms and reports
Resolve issues as they arise in a timely and efficient manner
Make process improvements and adhere to quality systems
<b>Project Coordination</b>
Develop and maintain strong internal and external working relationships that enable efficient delivery of the work program
Clients are engaged and satisfied with our service
Home countries respond promptly to our requests.
Good relationships established with Department of Education and Department of Immigration and Border Protection
Issues are notified as they occur
MADEC Staff are up to date on status of assignments
Ensure all actions, assignments and actions are sustainable
Expenses are either recoverable or approved
<b>Corporate responsibilities</b>
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
<b>Qualifications</b>	Current drivers licence	Certificate IV in Office Administration or equivalent experience
<b>Experience:</b>	<p>Relevant experience in a process management and improvement role.</p> <p>Planning, financial management, research and analysis of financial information.</p> <p>Managing multiple priorities and producing high quality work within timeframes.</p> <p>Demonstrated customer service and capacity to build professional relationships.</p> <p>Designing complex documents, databases and spreadsheets.</p> <p>Organising work schedules and meetings</p> <p>Project co-ordination</p>	<i>&lt;insert list of desirable experience&gt;</i>
<b>Skills:</b>	<p>Accurate word processing skills and a broad knowledge of a range of computer packages, including, Word, Excel, PowerPoint, Email, Internet.</p> <p>Work under pressure with conflicting priorities, meet strict deadlines and pay attention to detail</p> <p>Well-developed interpersonal, oral and written communication skills, sound financial knowledge, spelling and grammar, ability to comprehend and deal appropriately with confidential information.</p> <p>Work with statistical data to analyse organisational performance.</p> <p>Proof-read and edit documents.</p> <p>Ability to exercise initiative and work both independently and co-operatively as required.</p>	

Competencies	<i>All employees must:</i>
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	<p>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</p>
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure our 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	<p>Be authentic.</p> <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>

### ***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:**

Employee 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.