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<b>JOB TITLE</b>	Senior Disability Employment Services Manager
<b>DATE</b>	10/11/2020
<b>REPORTS TO</b>	CEO Operations Manager

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## **JOB DESCRIPTION**

<b>Purpose of role</b>	To manage and maintain the success of the Encompass Community Services Inc. Disability Employment Services (DES) and achieve set targets
<b>Main duties and responsibilities</b>	<p>Core objectives include:</p> <ul style="list-style-type: none"><li>• Provide leadership, mentoring and management of all staff in the Encompass DES</li><li>• Manager the Wyndham DES office and oversee the operations in the Geelong and surround areas.</li><li>• Meet weekly with the Manager of other sites and oversee these operational sites.</li><li>• Represent Encompass DES on the EGF steering committee and consortium forums</li><li>• Ensure open and supportive communications with GFORCE recruitment Management and Staff as lead partner of EGF solutions.</li><li>• Report directly to the Encompass CEO/ Operations Manager on all matters of management and business development</li><li>• Achieve set targets as outlined in the Employment Grants (Deed) set by funding body and internal organisational targets set annually.</li><li>• Demonstrate and maintain up to date knowledge of the Wyndham community.</li><li>• Establish links into business and employer networks in the Wyndham and Geelong areas.</li><li>• Adhere to internal management reporting requirement as requested in addition to requirements set by funding bodies.</li><li>• Participate in management meeting and conduct divisional meetings as required</li><li>• Market Encompass Community Services Inc. services and business opportunities including the marketing of job seekers to appropriate employers</li><li>• Complete administration tasks associated with the success of the employment division.</li><li>• Ensure clear and direct communication with all staff, trainees, clients and management of Encompass Community Services Inc.</li><li>• Assist in the development of the DES budget and ensure its implementation and expectations are met.</li><li>• Assist in the recruitment and Annual appraisal of staff for the Encompass DES.</li><li>• Identify training and business opportunities for the division and its staff.</li></ul>

- Ensure an up to date knowledge of the general employment and disability industry sectors trends.
- Adhere to and meet all requirements as set by funding bodies.
- Support all areas of Encompass, including attendance at Encompass divisional functions as a professional requirement of a senior position.
- Provide monthly division reports highlighting budget expenses, equipment requirements and division development
- Oversee the marketing and promotion of the Encompass DES
- Conduct TEAM meetings at a minimum of once per month.

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

#### Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

### PERSON SPECIFICATION

#### Qualifications

- **Management**

#### Experience

- Relevant practical experience in Employment Services or similar role
- In managing teams and problem solving
- Working with people with a disability to develop, implant and execute person centre plans in relation to employment

#### Knowledge

- Knowledge of ESS, I case and all DSS, DHHS (Centrelink) and DSJB Guidelines.
- Understanding of the National Disability Services Standards and Quality Framework & NDIS Quality and Safeguard commission
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#### Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.

#### Personal attributes

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.

- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

**Other**

- It is a requirement that all staff will operate within the Vision, Mission and Values of Encompass Community Services Inc
- It is the responsibility of each individual to meet personal, divisional and organisational deadlines.
- It is a requirement for all staff to undertake their roles in accordance with the compliance guidelines of their division/program. And to actively participate in the maintenance of Encompass quality standards.
- It is the responsibility of all staff members to understand and implement Encompass Community Services Inc. current policies and procedures.
- it is expected of staff members that they create opportunities to connect clients of Encompass with the wider community in a setting which does not segregate.
- It is the responsibility of staff members to report any incidents of exclusion to their direct manager, coordinator or supervisor
- it is the responsibility of all staff members to ensure the safety of children and to report all incidents of child abuse to Managers
- It is also the responsibility of all staff members to be familiar with the Child Safety Policy and Procedure.
- When planning programs ensure that opportunities are created for clients of Encompass to feel that they belong, be a valued participant and be missed if they are not there.
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This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

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