

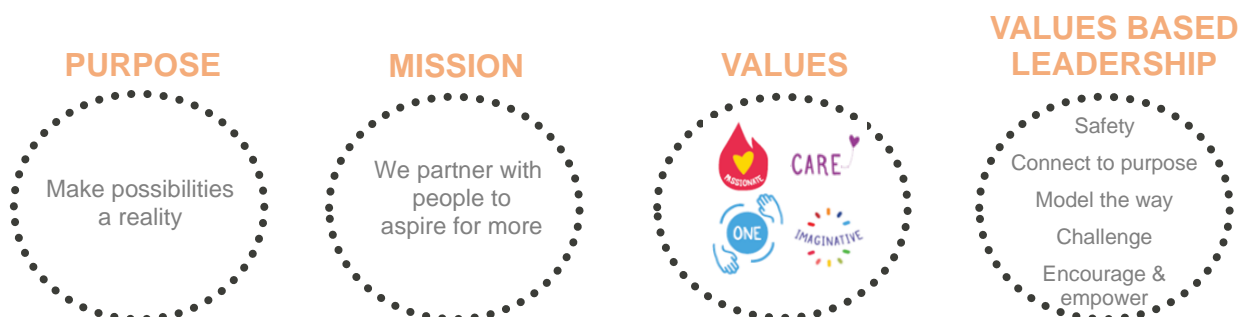
Your division	Service Delivery
Your team	Work
You report to	Operations Manager, Work

PURPOSE OF YOUR ROLE

Our Work employment services help people with disability who want supported employment by matching people to opportunities and supporting flexible work choices to help achieve personal employment goal outcomes aligned to NDIA plan.

As the Site Manager, Work your purpose is to lead and coordinate business activities within the Endeavour Foundation Industries (EFI) in an effort to maximise production and promote employment outcomes of employees and supported employees, throughout Queensland, New South Wales and Victoria. Whilst ensuring that these activities align to and are in support of Endeavour Foundation’s mission, purpose, values and organisational strategy.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	<ul style="list-style-type: none"> • Model safety leadership by instilling a positive safety culture and commitment to person centred service delivery. • Drive integration and adherence to the Quality and Safeguarding Framework and other relevant legislation, policies and procedures. • Analyse safety trends leading corrective action implementation in collaboration with subject matter experts. • Monitor the environment ensuring it is free from preventable harm, promoting human rights and practice excellence. • Lead the identification and reporting of potential hazards, and work-related incidents, injuries and/or illness. • Model a commitment to Endeavour Foundations ‘Recover @ Work’ programs and actively support the return to work of team members consistent with the desired employee experience. • Review, develop and implement site safety plans that seek to minimise incidents and manage exposure to hazards.
CUSTOMER CONNECTION	<ul style="list-style-type: none"> • Facilitate enhanced employment outcomes for people with disability in a person-centred behaviour support framework.

	<ul style="list-style-type: none"> • Advocate for the implementation and ongoing application of Human Rights for people with disability, namely the right to live free from abuse, neglect and exploitation, and the right of choice and control. • Ensure consistency of service delivery experience by encouraging continuous improvement, adherence to practice guidelines and organisational policy and procedure. • Promote Endeavour Foundation services through being a positive brand ambassador. • Lead any concerns or escalations from families/carers/advocates for customers. • Regularly liaise with contractors, external suppliers and/or council or government representatives to ensure requests are met and accurate information is provided in a timely manner.
OUR PEOPLE	<ul style="list-style-type: none"> • Ensure employees and supported employees are given maximum opportunities to enhance their skills and to ensure alignment with required NDIS employment and commercial outcomes for the site. • Drive a performance-based culture focusing on engagement to achieve results. • Deliver strategy through building a capable, relevant, high performing and compliant workforce. • Collaborate with relevant supporting business units such as Customer Safeguarding and/or People Experience seeking direction and pursuing continual improvement. • Ensure appropriate governance in decision making aligning with organisational policies and procedures. • Provide clear direction to staff aligning with organisational strategy, goals and values. • Ensure appropriate delegation of tasks to team members. • Lead by example in setting expectations and modelling appropriate behaviours with direct reports through regular constructive feedback, courageous conversations and the development and monitoring of measurable outcomes.
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> • Promote Endeavour Foundation as an employer of choice, profiling the available suite of services to persons with disability. • Lead recruitment and selection activities for supported employees ensuring optimisation and alignment with commercial operations. • Lead and met internal and external reporting requirements to ensure obligations are met. • Promote transition management ensuring that business as usual is maintained and changes are effectively integrated. • Ensure the maintenance of accurate records that include medical, workplace observations, absences and behaviours ensuring the privacy of the information is protected. • Lead operations within EFI to ensure compliance with customer contracts, promoting efficiency through production. • Identify and recommend improvements that may impact on Endeavour Foundation and the efficient delivery of services. • Develop a strong safety culture at each EFI and ensure compliance to Endeavour Foundation's Work Health and Safety policies and procedures is being met to improve safety in and out of the workplace. • Maintain the privacy and accuracy of records that include medical, workplace observations, absences and behaviours.
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> • Lead and coordinate business activities to improve operational performance and outcomes. • Actively seek and develop new business opportunities to increase customer base and revenue. • Ensure effective operational expenses to sustain positive margin outcomes. • Actively manage commercial customers, including quoting, new business and account management. • Review financial results for EFI regularly and document and report monthly variances and actions to address. • Manage and report on all financial and operational measures for EFIs.



WHAT YOU NEED TO SUCCEED

<p>CAPABILITIES</p>	<ul style="list-style-type: none"> • Demonstrated knowledge, or ability to obtain an understanding of the National Standards Disability Services and Quality & Safeguarding Framework or the ability to develop. • Demonstrated knowledge, or ability to understanding of disability services provision and NDIS or the ability to develop. • Ability to manage the operations and delivery of services aligned with organisational policies and procedures. • Knowledge of quality assurance programs. • Desire to recognise, respect and uphold the privacy, dignity and confidentiality of individuals in all aspects of their lives and in accordance with legislation. • Ability to respond positively and adapt to a rapidly changing environment. • Ability to manage conflict whilst remaining calm and alert. • Commitment to developing skills and enhancing personal development. • Ability to ensure accurate, timely and effective communication processes within all operations teams, and with external parties. • Monitor the progress and success of change processes and respond appropriately ensuring quality outcomes and key deliverables are achieved.
<p>SKILLS & QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Ability to build rapport, negotiate and develop mutually beneficial relationships with a diverse range of stakeholder's while being able to access and draw upon established networks. • A strong team leader and team member with ability to influence and develop teams to improved performance. • Interpersonal and communication skills required to grow relationships with team members and stakeholders and deal with issues of a sensitive nature. • Problem solving skills, to successfully identify problems, develop solutions and implement these using a logical and systematic approach. • Financial management skills including general finance and budgeting, profit and loss, balance sheet and cash-flow management. • Possession of a current driver's licence, reliable motor vehicle and comprehensive insurance. • Proficiency in using current MS Office Suite (i.e. Word, Excel, PowerPoint, Outlook), Employee Self Service programs, and communication technologies. • Tertiary qualification in relevant discipline including; Business, Community or Social Service (desirable).
<p>EXPERIENCE</p>	<ul style="list-style-type: none"> • Experience within an operational role with a focus on profitability, efficiency and customer service excellence. • Experience within the commercial operations predominantly in Packaging (Food, Pharmaceutical, and General), Document Destruction/e-waste Recycling and Manufacturing (Timber) to commercial customers. • Experience within the Disability Sector is desirable.

