



POSITION: Assistant Manager - DSA Employment
DIVISION: Employment Services
REPORTS TO: General Manager Employment Services
ISSUE DATE: October, 2014

1. POSITION PURPOSE

- Ensure the ethical, viable, effective and efficient management and operation of DSA Employment Services Team operations.
- Ensuring the department is managed and operates in a manner which meets all requirements
- Ensuring effective financial management of the department;
- Ensuring effective service provision, including ensuring services:
 - comply with legislative and funding requirements;
 - comply with organisational systems, policies and procedures;
 - are provided in a manner that meets the needs of individual Employees, and ensures identified outcomes are achieved;
 - are monitored for improvement opportunities.
- To support DSA's journey towards true Personalisation. Personalisation is about putting people with a disability (DSAs Customers) firmly in the driving seat, building a system of care and support that is designed with their full involvement and tailored to meet their own unique needs.
- To support DSA's Customer Service charter and objectives.

2. DUTIES/RESPONSIBILITIES

2.1 Corporate Responsibilities

- Ensure efficient day to day management, administration and operation of the East Team in accordance with requirements.
- Execute the policies and directives as specified.

2.2 Financial Responsibilities

- Ensure departmental operations are financially effective and efficient
- Prepare, maintain and monitor budgets.



2.3 Planning, Development and Reporting

- Review the progress and performance of the department against specified objectives and targets.
- Ensure the objectives set for the department are met to the required standard. Proactively raise any potential or actual issues with your General Manager, in a timely fashion.
- Participate in planning and review meetings as requested.
- Prepare reports as requested by your manager.

2.4 People Management

- Provide day-to-day management, supervision and leadership for staff, including:
 - leading the team through change
 - providing consistent and timely feedback;
 - allocating projects, identifying project milestones, and ensuring these are met;
 - setting performance targets for staff and undertaking performance reviews;
 - ensuring staff adhere to legislative and regulatory requirements;
 - ensuring staff work in a safe and efficient manner
 - fostering a culture of teamwork, co-operation and assistance;

2.5 Service Provision

- Ensure services meet or exceed the requirements of legislation, funding agreements, and key stakeholders.
- Develop and implement strategies to monitor and enhance Employees satisfaction.
- Facilitate cross service utilisation of services provided by other divisions or departments, as appropriate.
- Monitor and Manage Training Plans to ensure that Employees are offered training that best meets their needs and business outcomes.

2.6 Organisational Relations

- Lead, Coordinate and Direct Wage Assessments
- In a collaborative manner assist with monitoring the needs of Business Services and ensure these needs are met (for example, ensuring Employees have required skills).



- Monitor actual and/or potential Employees/business issues, and in collaboration with Business Services managers, identify and implement strategies to address these.

2.7 Marketing and Community Relations

- Consistently present a strong and positive image of Supported Employment and DSA.
- Liaise and negotiate with stakeholders as required or requested.

2.8 Compliance

- Maintain current knowledge of standards and requirements including relevant legislation, funding requirements, and company policy and procedure.
- Ensure the department meets or exceeds compliance requirements.
- Ensure documentation evidencing compliance is maintained as required.
- Maintain familiarity policies and procedures where there may be cross-divisional impact, and positively raise and resolve issues.
- Participate in internal and external audits as requested or required.

3. WORKPLACE HEALTH AND SAFETY (WH&S) RESPONSIBILITIES

- At all times work in a safe manner, and in accordance with DSA's WH&S policies, procedures and relevant work instructions.
- Report immediately to your reporting manager any hazards that may cause a risk in the workplace.
- Take immediate and appropriate action to eliminate any imminent risk observed in your workplace, and report the issue and action to your reporting manager.
- Observe safe systems of work and apply these to all employees, staff, contractors, service users and visitors to DSA premises and sites.
- Immediately report any injury sustained at work, or whilst journeying to or from work, to your reporting manager. Complete the on-line register of injuries.
- Process all notifications of injuries reported to you by within 48 hours, as outlined in DSA's WH&S Policy.
- Maintain an effective working knowledge of DSA's WH&S policies and procedures.



4. OTHER

- Adhere to the policies and procedures of the organisation and all relevant legislative requirements.
- Participate in meetings as required.
- Participate in quality reviews as requested.
- Participate in staff training and development as required
- Undertake other duties as may be allocated by your manager.

I, the undersigned, have read, understood and agree to the duties of Assistant Manager – DSA Employment as contained in this job description.

Printed Name

Signature

Date