# Position Description

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| **Position Title**  Transition to Work Team Leader | **Reports to**  Transition to Work Manager |
| **Award**  Workskills Employee Collective Agreement 2017 | **Minimum Classification**  Manager (M1 in accordance with skills and experience) |
| **Hours of Work**  Full time  Monday to Friday, 8:30am to 5:00pm | **Dress Code**  Neat clothing, excellent presentation, well-groomed at all times |

**Prime Function:**

The Transition to Work (TtW) Team Leader leads the on-site delivery of Workskills’ **TtW service** in Hobart and Southern Tasmania. The TtW service is an important part of Workforce Australia Services in Tasmania, annually supporting approximately 1900 at-risk young people aged 15-24 years achieve their life, work and education goals.

The TtW Team Leader is responsible for inspiring and leading a team **TtW Coaches,** operating from **TtW consulting sites** and a central operational hub. The TtW Team Leader will work closely with the **TtW Manager, TtW Practice Specialist** to deliver TtW services preparing TtW participants for education and employment opportunities sourced through the **TtW Placement Officers** and **TtW Activity Officers.**

Supported by Workskills’ experienced quality, compliance and delivery teams, the TtW Team Leader will ensure their TtW Team service delivery meets the requirements of the **TtW Deed** between Workskills and the Australian Government; Workskills’ accredited **Quality Assurance** and **Information Security** systems; and Workskills’ **TtW Service Delivery Plan** and **TtW Service Manual**. TtW is a performance driven program, and the TtW Team Leader will lead a TtW team that meets and exceeds targets for **TtW outcomes**.

The **TtW Team Leader** will be required to engage professionally and persuasively with a wide range of stakeholders in private industry and the for-purpose sector. The **TtW Team Leader** is a middle level management position, and will directly contribute to success in key areas of Workskills’ **Strategic Plan**. The TtW Team Leader will report directly to Workskills’ **TtW Manager.** The TtW Team Leader will also work closely with TtW Practice Specialist to ensure their TtW Team operates in accordance with the Workskills’ accredited **Quality Assurance** and **Information Security** systems; and Workskills’ **TtW Service Delivery Plan** and **TtW Service Manual.**

**Principal Accountabilities:**

1. Fulfill requirements of the Transition to Work (TtW) Deed
2. Fulfill requirements of Workskills’ TtW Service Delivery Manual
3. Fulfill requirements of Workskills’ ISO accredited Quality Assurance and Information Security systems
4. Lead and inspire the Workskills TtW team to support young Tasmanians achieve their goals in life, work and education
5. Drive performance of the TtW team to meet TtW outcome targets
6. Work cooperatively with other Workskills managers and staff to ensure TtW operates effectively and efficiently
7. Coordinate with a range of external stakeholders to maximise the effectiveness, efficiency and quality of the TtW service

**Performance Dimensions:**

**1. Transition to Work Deed**

**End Result: The TtW site(s) meets all requirements of the TtW Deed between the Department of Education, Skills and Employment and Workskills**

* Understand all compliance and performance aspects of the TtW Deed
* Communicate relevant requirements of the TtW Deed to TtW site coaches.
* Monitor ongoing compliance with the TtW Deed and take direct action to ensure compliance, including working closely with other Workskills Team Leaders, TtW Practice Specialist and TtW Manager.

**2. TtW Service Manual**

**End Result: Workskills’ TtW service is implemented within site(s) consistent with the TtW Service Manual (which in turn is consistent with the TtW Service Delivery Plan and the TtW Deed)**

* Understand all aspects of the TtW Service Manual
* Ensure that all TtW site team staff deliver Workskills TtW service in accordance with the TtW Service Manual
* Propose amendments and additions to continuously improve the efficacy and applicability of the TtW Service Manual through the TtW Practice Specialist.

**3. Quality Assurance, ISO9001, ISO27001 Right Fit For Risk**

**End Result: Workskills’ TtW Service is implemented in accordance with accredited quality assurance and information security frameworks**

* Implement the key aspects of Workskills’ quality assurance frameworks and the ways they apply to the delivery of the TtW Service within site(s)
* Implement the key aspects of Workskills’ information security frameworks and the ways they apply to the delivery of the TtW Service within site(s)
* Ensure the TtW service is delivered in site(s) accordance with Workskills quality and information security frameworks.

**4. Lead and inspire the Workskills TtW team to support young Tasmanians achieve their goals in life, work and education**

**End result: All TtW site coaches implement the TtW service with consistent high quality as assessed through qualitative and quantitative measures**

* Develop and maintain a high level of knowledge about issues impacting young people within site(s) LGA, particularly in the areas of employment and education
* Implement contemporary best practice in strengths-based, client-centred approaches to youth development
* Possess skills to positively reinforce the implementation of best practice across the site(s) TtW coaches, including encouraging innovation, acknowledging practice excellence, and effectively supporting improvement
* Develop and implement internal processes to obtain and analyse evaluative information from participants about the site(s) delivery of the TtW service, and apply this information to drive continuous improvement.

**5. Drive performance of the TtW team to meet TtW KPIs**

**End result: 100% TtW Deed and internal KPI targets are met or exceeded**

* Develop a detailed understanding of the TtW Deed KPIs and implement within the site(s) processes and performance required for the TtW coaches to meet or exceed the TtW Deed KPIs in relation:

1. “Education and Employment”
2. “Progress to Employment”
3. “Quality of Service
4. “Efficiency of Service”
5. “Deed Compliance and Contract Management”

* Establish individual coach; and site(s) targets, in close cooperation with relevant the TtW Manager.
* Ensure that all TtW coaches have individual performance plans, and that all TtW coaches understand the processes and performance required to achieve their individual targets
* Monitor the progress in achieving TtW Deed KPIs – at the individual and site(s) level – in real time.

**6. Work cooperatively with other Workskills managers and staff to ensure TtW operates effectively and efficiently**

##### End result: All aspects of the site(s) operations value add the TtW service

* Work cooperatively with:
* the Workskills Placement Officers to access employment opportunities
* the Workskills Activity Officers to access training and education opportunities
* the TtW Practice Specialist to ensure that the TtW service is delivered in site(s) in a manner consistent with Workskills’ contractual obligations, quality systems, information security systems, and legal requirements
* the Workskills People and Culture Manager to ensure that the TtW service is delivered in site(s) in accordance with Workskills human resources policies and best practices

**7. Coordinate with a range of external stakeholders to maximise the effectiveness, efficiency and quality of the TtW service**

##### End result: The TtW service engages effectively with employers; education and training providers; non-vocational service providers; youth organisations; and representatives of key cohorts to maximise outcomes for TtW participants

* Develop and maintain a deep knowledge of labour market requirements of employers and industries in Southern Tasmania supported by the Employer Services Team, and develop strategies to meet these requirements through the implementation of the TtW service within site(s)
* Develop and maintain a deep knowledge of the vocational training and education opportunities in Southern Tasmania supported by the Activity Team, and implement strategies to maximise participant access to these opportunities through the TtW service delivery within site(s)
* Develop and maintain a deep knowledge of the human services sectors in the site(s) LGA - across government, non-government and private providers – including health providers, housing providers, transport providers, disability services providers, drug and alcohol services, sports and recreation providers, arts and cultural organisations, youth advocacy organisations and providers of youth-friendly activity spaces
* Deliver services to meet the non-vocational needs of TtW participants (e.g. mental health issues; homelessness) and to provide TtW participants with options for high quality activities across Southern Tasmania
* Support Ttw Manager in the co-design services with specific cohorts in the Southern Tasmanian community, including Indigenous Tasmanians, culturally and linguistically diverse Tasmanians, people living with disability, and LGBTQI+ Tasmanians.

**Work Health Safety and Diversity**

Workskills Incorporated is a decentralised employer with staff deployed across greater Hobart and Southern Tasmania. Staff may be transferred between locations according to business needs.

Workskills is committed to high standards of performance in relation to workplace health and safety and the provision of equal employment opportunity. All employees are expected to maintain safe working conditions and practices and to promote and uphold the principles of fair and equitable access to employment/promotion, personal development and training and the elimination of discrimination and harassment from the workplace.

Workskills promotes the introduction and application of information management systems and solutions to optimise its capacity to meet its business objectives. Consequently the successful applicant may work extensively with screen-based equipment.

All employees are expected to utilise information management systems responsibly and in accordance with privacy principles and Workskills Incorporated discrimination and harassment policies. All Workskills Incorporated employees must comply with the Code of Practice, the Safe Children and Young People Code of Conduct, The Service Guarantees and other contractual and legislative requirements under which the organisation operates.

The position is located in a smoke-free, office based environment. Smoking is not permitted in Workskills’ vehicles.

Vision:

Enabling positive change in Tasmanian communities through work, skills and cooperation.

Purpose:

To prepare Tasmanians for work; place Tasmanians in meaningful jobs; and help Tasmanians keep in employment - for the benefit of individuals, families and communities.

Values:

**Integrity**

We do the right thing by each other, our clients, our stakeholders and the Tasmanian community. We are honest, ethical and fair. We match our commitments with outcomes.

**Respect**

We respect the people we work with, focusing on their strengths, knowledge, skills and experience.

**Teamwork**

We work collaboratively to achieve our goals. We are inclusive, bringing people from diverse backgrounds together to achieve common aims for mutual benefit.

**Innovation**

We are adaptable, agile and think outside the box. We foster creativity, adopt technology, and embrace better ways of working.

**Performance**

We are focused on achieving outcomes and we are transparent in measuring our impact.

We are committed to service quality and continuous improvement. We aim to be an efficient and sustainable organisation that helps Tasmanians over the long-term.

**Passion**

We care deeply about Tasmanian communities, and use this passion to motivate people to achieve their goals in work and life.

**Accountability**

Every staff and board member is accountable to themselves, and each other, for fulfilling our vision, purpose and values, and the strategic priorities set out in this plan.

**Selection Criteria:**

**Essential:**

* Experience, and demonstrated success, managing performance-driven teams providing high quality client-centred services
* Knowledge of the issues faced by vulnerable young people in Southern Tasmania (15-24 years), and strengths-based approaches to support young people achieve their goals in life, work and education
* Ability to work independently, and as a leader of teams, exercising initiative, judgement and sensitivity in a workplace subject to competing priorities and public scrutiny
* Very high written and verbal communication skills, including the demonstrated capacity to write accurately and persuasively, speak clearly and fluently, express opinions, translate complex requirements into practical guidance, respond to an audience, and project credibility
* Demonstrated ability to source, review, analyse and translate information and data to make sound evidence-based decisions and problem solve to meet performance targets and service requirements.
* Capacity to work across a variety of digital information and communication systems
* Provision of a current satisfactory National Criminal Record Check, and registration to Work with Vulnerable People in Tasmania
* Current Tasmanian driver’s licence and the capacity to drive a motor vehicle to multiple locations across Southern Tasmania on a regular basis

**Desirable:**

* Diploma or higher education qualifications in a field relevant to delivery of the TtW service

**Key Performance Indicators**

**TtW Deed KPIs**

The TtW Team Leader will lead the site(s) TtW coaches to meet and exceed the TtW Deed KPIs, including:

1. “Education and Employment” (achievement of Education Outcomes and Employment Outcomes)
2. “Progress to Employment” (successfully assisting TtW Participants to develop skills which increase their likelihood to achieve sustained Employment)
3. “Quality of Service” (assessment of quality of TtW Services provided to Participants and Employers)
4. “Efficiency of Service” (including effective utilisation of TtW Places and active and timely servicing of Participants)
5. “Deed Compliance and Contract Management” (compliance with the Service Guarantee, the Service Delivery Plan and the TtW Deed)

**Internal Workskills Deed KPIs**

As established in consultation with the TtW Manager including (but not limited to):

1. KPIs that are pre-requisite or ancillary to achievement of Deed KPIs
2. KPIs related to TtW services that generate payments and income
3. KPIs related to TtW expenditure
4. KPIs related to implementation of the TtW Service Manual
5. KPIs related to human resources management.