
Employment Services Manager Job Profile

CHCDIS11C Co-ordinate disability work

Elements

Demonstrate commitment to high quality services for people with disabilities
Support rights, interests and needs of people with disabilities
Develop and implement a framework for quality service delivery

CHCORG11B Lead and develop others

Elements

Provide leadership, direction and guidance to the organization
Maximise own performance outcomes
Manage effective work relationships
Manage and improve the performance of individuals
Support, participate and review group development
Support and develop managers

CHCNET2B Maintain effective networks

Elements

Develop cooperative working relationships and strategic alliances with other organisations
Represent the organisation
Maintain networks

CHCOHS501A Manage workplace OHS management system

Elements

Establish and maintain participative arrangements for the management of OHS
Establish and maintain procedures for identifying hazards, accessing and controlling risk as well as dealing with hazardous events
Establish and maintain an OHS induction and training programs
Establish and maintain a system for OHS records

CHCORG20B Promote and represent the service

Elements

Promote community awareness of the clients, their needs and their importance
Promote the service to increase its profile in the community
Represent the service
Respond to negative publicity and perceptions, as required

CHCORG19B Develop and maintain the quality of service outcomes

Elements

Evaluate the outcomes of clients accessing the service
Plan and implement changes/strategies to improve outcomes
Ensure client service standards and codes of practice
Manage quality assurance processes

CHCORG7B Manage workplace issues

Elements

Manage staff planning and recruitment
Manage work allocation
Evaluate workgroup effectiveness
Implement disciplinary procedures

CHCPOL7A Manage policy development

Elements

Identify future directions in organisational services
Manage policy development
Advocate for appropriate policy development

CHCDIS9A Maximise participation in work by people with disabilities

Elements

Prepare people with disabilities to work in open and supported employment
Match workplace/job and person with a disability
Assess skills and productivity for wages
Provide information on the industrial relations system as it relates to the employment of people with disabilities
Monitor employment opportunities

CHCES401A Analyse and apply labour market information

Elements

Collect labour market information
Analyse labour market information
Improve delivery of employment services by using labour market information

CHCAD2C Support the interest, rights and needs of clients within duty of care requirements

Elements

Provide support to client for the realization of their interests, rights and needs within job roles and responsibilities
Support and safeguard the interests and rights of clients

CHCORG8C Establish and manage new programs and services
Elements

Complete strategic planning activities
Manage implementation of new program and service
Establish and manage organisational and operational arrangements
Undertake appropriate evaluation and reporting

CHCAOD2C Orientation to the alcohol and/or other drugs work
Elements

Work within the context of the alcohol and other drugs sector
Develop knowledge of the alcohol and other drugs sector
Demonstrate commitment to the central philosophies of the alcohol and other drugs sector

PSPLEGN601A Manage compliance with legislation
Elements

Assure legislative compliance
Interpret legislation relating to community sector work
Evaluate compliance outcomes

PSPGOV603A Develop a tender submission
Elements

Identify opportunities to provide goods and services
Analyse tender requirements
Determine proposal methodology
Prepare estimate
Submit a tender
Review tender process

CHCES501A Manage service delivery in a purchase/provider relationship with government
Elements

Establish cooperative working arrangements with government
Manage business performance against contractual performance requirements
Manage service quality
Report on contractual compliance

CHCORG13B Manage organisational and strategic business planning
Elements

Formulate a strategic and business plan
Apply the strategic and business plan

CHCORG12B Review organisational effectiveness

Elements

Respond to the external environment
Implement continuous improvement
Refocus the organisation/service

CHCORG16B Manage training

Elements

Manage training records
Report and advise on training
Manage training expenditure and resources
Maintain training activities within organisational and legal requirements

CHCINF5B Meet statutory and organisational information requirements

Elements

Identify information requirements
Review options for systems to obtain information
Establish and manage systems to record and store information
Support and supervise the development of information and educational resources
Provide staff training

PRXRE18A Lease property

Elements

Promote subject property
Obtain and review tenancy applications
Prepare and complete tenancy documentation
Record tenancy arrangements and prepare instructions for future records of transactions in the agency database

PSPETHIC501A Promote the values and ethos of public service

Elements

Promote ethical standards
Assist staff to avoid conflicts of interest
Model and foster integrity of conduct

BSBCM408A Report on financial activity

Elements

Compile financial information and data
Prepare statutory requirements reports
Provide financial business recommendations

PSPMNGT605A Manage diversity

Elements

Contribute to the development, implementation and review of a diversity strategy to maximize business unit and/or organisational effectiveness

Facilitate the development of a workforce that promotes and values diversity

Communicate with a diverse workforce