



**NATIONAL SPECIALIST – DISABILITY EMPLOYMENT SERVICES**

**JOB & PERSON SPECIFICATION**

**FEBRUARY 2024**

<b>Position:</b>	National Specialist - Disability Employment Services
<b>Portfolio:</b>	Disability Employment Services
<b>Responsible to:</b>	Executive Manager - National Programs

## Maxima Values

- Integrity – the quality of being honest and having strong moral principles
- Respect – due regard for the feelings, wishes, or rights of others
- Collaborative – successfully working together
- Compassion – taking action to relieve the difficulties faced by others
- Accountable – owning of the consequences of our decisions and actions
- Professional – Competence, Knowledge, Conscientiousness, Respect, Emotional Intelligence, Appropriateness, and Confidence

## Maxima's Purpose

We are a national for purpose organisation with a diverse approach to supporting our communities. We connect all citizens to meaningful employment, manage traineeships and apprenticeships for employers, support and work alongside First Nations people to create training and employment opportunities, and provide a range of employment, NDIS (National Disability Insurance Scheme) plan support, coordination, and health services to people living with a disability. We see what's beneath the surface to help our clients to reframe what's possible.

<https://maxima.com.au/2024/02/reframe-whats-possible/>

## 1. Objectives of the role

- Provide expert advice to the Executive and State Managers on leading practice initiatives and issues
- Identify changes in business, political or policy areas which require organisational responses including changes to business or program models to meet economic, environmental and social needs
- Support the intellectual leadership of the organisation to ensure contemporary practice and delivery
- Work collaboratively with State Managers to provide topic leadership, technical knowledge and expertise
- Set and monitor program Key Performance Indicators and targets together with the quality and desired customer and stakeholder experience for each service
- Ensure a nationally consistent and compliant approach to program delivery while allowing for minor localisation as appropriate
- Lead the responsibility for oversight and coordination of the organisation's response to the Disability Employment Tender

## 2. Key Responsibilities & Accountabilities

- Negotiate and collaborate with internal and external stakeholders to gather input which influences Maxima's goals and strategic business plan
- Incorporate feedback and reflective practices to encourage continuous improvement within the Disability Employment Services program
- Provide strategic guidance to innovate service delivery
- Provide leadership to the coordination across the organisation for Maxima's Tender response, working in collaboration with multiple specialist teams and consultants to deliver a high-quality response that has Board endorsement
- Provide advice and support to the State Managers, ensuring the relevant service is managed consistently in all states and upholds practice and service standards
- Identify and influence performance opportunities and promote best practice across the portfolio
- Operate within the budget for the National Disability Employment Services area and ensure immediate budget expenditure targets are met
- Positively contribute to the achievement of State based income targets aligned to each State KPIs and targets
- Conduct comprehensive needs assessments to identify potential opportunities for program growth
- Set appropriate standards for the customer and client experience framework and provide guidance to State Managers for their delivery
- In conjunction with State Manager(s) ensure the program is delivered in accordance with legislative requirements and deeds
- Leadership and development of your direct team, providing workforce planning to ensure the competencies of the team are aligned to service delivery requirements

## 3. Work Health and Safety Responsibilities

The incumbent has overall accountability for WHS for their area of responsibility and shall:

- Ensure all relevant WHS policies, procedures, work practices and issues are communicated and implemented.
- Consult with relevant WHS specialists for advice and direction on WHS matters.
- Report any hazards, incidents and near misses within their work area to their direct Manager.

All workers are responsible for the WHS implications of their own actions and have a duty to carry out their work in a manner consistent with the Maxima Group Code of Conduct and WHS Policy and the requirements of the integrated quality management system.

## 4. Compliance with Maxima's Code of Conduct, Bullying & Harassment, EEO, Information Security, Privacy & Confidentiality Policies.

All workers are required to comply with the policies specifically mentioned in this Position Description, as well as those policies and procedures which are not explicitly cited here but make up Maxima's broader policy and procedure framework.

## 5. Qualifications and Experience

- Tertiary qualification at the Bachelor or Masters level in Business, Community Services, or a related field or substantial industry experience
- Business acumen in commercial or for purpose operations
- A deep knowledge and understanding of the disability services sector or similarly heavily regulated human services arena
- Tender co-ordination and/or project management experience in a tender environment
- Experience in developing, utilising and maintaining high level local and national stakeholder relationships relevant to the portfolio specialisation
- The ability to interpret legislation, regulations, policy and apply it correctly and thoroughly in a business environment
- Excellent verbal, written communication, and presentation skills, capable of communicating with audiences at all levels with clarity, impact, influence, and the ability to convey complex concepts.
- Adept at proactively building and maintaining professional relationships and networks, exchange knowledge and elicit beneficial outcomes.

## 6. Personal Attributes

- Excellent communication and interpersonal skills
- Resilience and accountability
- Ability to lead, coach and mentor in delivering required change to practices and objectives
- Authenticity, confidence, warmth and purpose in dealings with internal and external stakeholders
- Ability to think critically, solve problems, and make decisions based on data and information
- Flexibility, agility and collaborative capacities to work in a fast-paced human services environment

## 7. Performance Standards

- Positive regulatory compliance results
- Effective contribution to Maxima's strategic and business plans
- The level of satisfaction expressed by internal and external stakeholders
- Positive customer feedback results



## HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.