



## POSITION DESCRIPTION

<b>Position Title:</b>	Regional Manager
<b>Department:</b>	Harvest and Labour Hire Services

### ORGANISATIONAL INFORMATION

MADEC is a successful not for profit and charitable organisation, with a proud 50 year history of providing relief to people experiencing poverty or distress. Through our four core business units:

- Employment Services
- Education and Training
- Labour Hire
- Harvest

we recognise the importance of self-worth and self-fulfilment and we recognise that those who are, or may be, disadvantaged need and deserve our help.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

#### **Labour Hire and Seasonal Worker Programme**

MADEC offers a comprehensive labour hire service across many industries including wineries, viticulture, labouring, mining, retail, processing, hospitality, horticulture, construction, local government, and tourism.

MADEC continues to be an approved employer under the Seasonal Worker Programme (SWP), an initiative of the Australian Government, since its pilot programme in 2008. The SWP aims to provide Australian employers in selected industries/sectors with a reliable return workforce sourced from Pacific Island countries and Timor-Leste to assist in meeting unmet labour demands, when there is not enough local Australian labour to meet seasonal demand.

### PRIMARY PURPOSE OF ROLE

To manage and provide leadership to a remote team responsible for working closely and building partnerships with employers and on-hire workers (participants of the Seasonal Worker program) to ensure employer labour needs are met and workers are transitioned into the workforce successfully. Additionally, you will be responsible for securing new business.

**Note:** extensive intrastate and interstate travel is a requirement of this position  
Weekend and after hours contact is required.

## KEY RESPONSIBILITIES / DUTIES

### Business Development & Client Account Management

Develop and grow MADEC's labour hire across the region through targeted relationships and provision of high quality employment solutions.

Co-ordinate and conduct promotion and marketing activities to new and existing customers in order to grow the customer business base.

Manage the activities of the regional team to ensure services consistently meet client expectations.

Ensure client and stakeholder relationships are proactively managed through effective communication and engagement.

Ensure clients and employees are supported through planned and monitored visiting standards.

Represent MADEC at industry forums, conferences, meetings, networking and other events.

Ensure relevant data is collected, analysed and reported on in a timely manner to inform and support business decisions.

### Leadership

Provide leadership to regional staff on operational, client, worker matters, and policy requirements.

Co-ordinate staffing resources and workloads to manage risk and ensure services are delivered effectively and uphold compliance requirements.

Manage the performance of regional staff and support their development to achieve desired outcomes.

Establish regular teleconferences with team to review workloads, key activities, project updates, and to discuss performance goals and requirements.

### WHS responsibilities

*It is recognised that the Regional Manager may directly account manage some clients and in this instance they are to complete the WHS requirements outlined in the Account Manager PD.*

Demonstrate active and visual leadership of safety matters including:

- Understanding of the application of WHS system, policies, and procedures;
- Inform and coach direct reports of safety obligations and on-hire WHS requirements;
- Actively engage with direct reports and on-hire workers on matters relating to WHS;
- Participate in and action JSAs, WHS checklists, risk assessments and workplace inspections in line with MADEC policy framework;
- Address and implement control measures as required;
- Promote safe working practices and behaviours

Ensure all on-hire assignments have a **Job Safety Assessment** and **WHS Checklist** completed prior to the commencement of workers or every 6 months.

Make an assessment of risk and make recommendation as to whether the assignment should continue or commence.

Ensure comprehensive **induction process** and **training** is provided and documented for all on-hire workers at all assignments in your area responsibility, including:

- Job function and tasks to be performed (this must be done against the JSA);
- Safety requirements related to each job function and task to be performed;
- Site safety processes and procedures;
- Activities, job functions or tasks that are not authorised to be performed by our workers.

Training documentation must be signed by worker and translated where necessary.

Manage compliance to WHS policies, process, systems through effective audit (at least 6 months for each assignment) and follow-up.

Identify, resolve or escalate WHS risks as they present through audit and follow-up.

Ensure all direct staff are familiar with requirements to report all incidents, including near misses, and accidents.

Review and make recommendations on the risks identified on Incident Hazard Report Forms completed.

Participate in the investigation (under advice) and gathering of information as it relates to the incident, accident and /or Workcover process.

Promote a safety culture amongst team by ensuring regular team meetings discuss safety as a standard agenda item.

### Service Delivery

Oversee and conduct recruitment activities for the region to identify best fit candidates.

Ensure only suitable candidates are referred and resumes if required are professionally presented.
Provide guidance and direction to the regional team in the gathering of information (where required) in relation to a performance and / or conduct matters.
Manage the accuracy of the regional teams timesheets and leave requests.
Ensure assignments and worker engagement complies with regulatory guidelines.
Ensure accuracy of candidate timesheets and customer invoicing.
<b>Seasonal Worker Program</b>
Manage and ensure the regional team effectively co-ordinate the provision of appropriate accommodation and transport services that comply with MADEC and government guidelines.
Manage and ensure the regional team are accurately calculating and applying worker deductions for assignments to avoid financial loss for MADEC
Ensure the regional team are accurately completing all recruitment paperwork, approval submissions, reports, and inspections in a timely manner.
Ensure regional staff are effectively co-ordinating all arrivals and departures of SWP workers.
Conduct and ensure regional staff are effectively conducting on-arrival briefings, induction and orientation processes of all new workers (both SWP and Labour Hire employees), ensuring they work closely with the host employers needs, WHS requirements and policy framework.
Ensure regional staff are offering pastoral care and guidance to new workers, ensuring they are familiarised with the local community, customs and way of life.
Ensure regional staff foster positive relationships between all workers with the emphasis on respect for one another and the guidelines of their engagement and sponsorship.
Offer guidance and support to the regional team ensuring they hold accountable workers who do not adhere to the guidelines of their assignment, the law and/or community standards.
Offer guidance and direction to the regional team ensuring worker issues and emergencies are responded to in accordance with SWP guidelines and expectations
Ensure the regional team communicate with accommodation owners on a regular basis and address matters that may be raised.
Oversee regional team to ensure assignments are managed in accordance with MADEC and Government approvals and that incident and reporting guidelines are observed by all staff
<b>Administration and Reporting</b>
Provide reports to the Manager as requested.
Ensure cash advance & credit card reconciliations are accurately completed and submitted for all regional staff when due
Compliance with policies, procedures, systems and processes to facilitate the effective management and reporting of contract performance and other measures.
Ensure that the Manager Harvest and Labour Hire Services is kept adequately informed of significant operational and contract performance issues.
Participate at relevant industry meetings, conferences and events
<b>External activities</b>
Attend meetings, discussions and visit relevant State regions, in order to promote the Labour Services and to keep abreast of changes in the regional needs for harvest labour.
Gather information about vacancies, accommodation, transport, conditions of employment and relevant legislation and designated State areas.
<b>Corporate responsibilities</b>
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.
Participate fully in staff appraisal and professional development review processes.
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work

environment, free from sexual harassment and discrimination.
Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

**Qualifications and Experience:**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications:</b>	<p>The maintenance of a current driver's licence is essential.</p> <p>Police Check</p> <p>Working with Children Check (or its equivalent).</p>	<p>Cert IV in Work Health and Safety</p> <p>First Aid Certificate</p>
<b>Experience:</b>	<p>Business development, client management and proven sales track record.</p>	<p>Labour Hire, recruitment and candidate management experience</p>
<b>Skills:</b>	<p>Resilient and robust approach to identifying and securing new business</p> <p>Ability to juggle multiple account management assignments at a time, while maintain sharp attention to detail.</p> <p>Well-developed verbal and written communication skills, with the ability to actively listen and pass on relevant information accurately and appropriately.</p> <p>Demonstrated high level of organisational ability and initiative including capacity to set priorities and work to deadlines.</p> <p>Ability to develop and maintain strong partnerships with stakeholders.</p> <p>Understanding of risk management principles.</p> <p>Effective negotiation, influencing and conflict resolution skills</p> <p>Excellent administrative and organisational skills with a strong focus on accuracy.</p> <p>Ability to work independently.</p>	

<b>Competencies</b> <i>All employees must:</i>	
Adaptable	Maintain focus and productivity in changing environments, responsibilities and people. Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	Communicate effectively and transparently. Engage and inspire other through clear oral and written communication.
Customer focus	Ensure internal and external customers/clients are at the forefront of our minds in all that we do. Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.
Integrity	Be authentic. Maintain personal credibility and uphold ethical standards. Fosters respect for all individuals and points of view. Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.
Team Work	Work cooperatively and effectively with others to achieve department and organisational goals. Participate in building group identity characterised by trust, pride and commitment. Build strong intra and inter department relationships and partnerships to ensure business success.

<b>Competencies</b> <i>Marketers / Business Development roles must:</i>	
Partnering and Networking	Build and maintain strong partnerships internally and externally that are mutually beneficial. Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.
Resilience	Deal effectively with pressure and stress. Maintain focus and intensity and remains optimistic and persistent, even under adversity.

**Accountability**

We do what we say we will do and are responsible for our actions.

**Authenticity**

We remain true to our core purpose. We are honest, trustworthy and transparent.

**Courageousness**

We act ethically and stand up for what is right, just and fair.

**Passion**

We believe in what we do and will not waver in our commitment to achieving expected outcomes.

**Inclusiveness**

Everyone matters, we are “all” community.

**Excellence**

We are committed to continuous improvement in all we do.

**Position Description reviewed by:**

Manager name:	Sean Leesue	Title:	Harvest and Labour Services Manager	Date:	03.06.20
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**Employee acknowledgement of Position Description:**

Employee Name:		Signature:		Date:	/ /
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Please provide copy of Position Description to employee.  
Employee to sign and return to Human Resources.