



POSITION DESCRIPTION

Position Title:	Harvest Office Manager
Department:	Harvest Trail 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.

PRIMARY PURPOSE OF ROLE

To manage the regional harvest trail service/office and meet contractual obligations by ensuring regional harvest labour/horticulture requirements are met, using effective employer, stakeholder and jobseeker engagement strategies

Direct Reports to this Role	Total Number of Reports
0-1	0-1

Key Relationships

Internal	Harvest Trail Services Manager Other Harvest Office Managers Employment Services staff
External	Local employers and growers Industry groups and stakeholders Accommodation houses / Caravan Parks / Backpacker Hostels

KEY RESPONSIBILITIES / DUTIES

Engage effectively with employers, contractors, working accommodation providers and other stakeholders to promote the Harvest Trail Service and identify labour supply requirements/vacancies

Assess employer suitability prior to recruitment and ensure they are familiar with their obligations, in particular the conditions of the Award.

Assist with the implementation of a communications and marketing strategy to target stakeholders and promote the employment of Australians, particularly those on Income Support, working in harvest jobs.

Assist with the development of a Harvest Labour Plan for the region to identify crop phases for the main crops grown and the labour demand cycles that are required to meet Harvest Employer needs.

Gather labour market intelligence such as crop forecasts and potential labour supply issues and report quarterly on the state of the harvest labour market in the region

Promote the HTS to employers through the media, providing leadership and commentary on harvest labour issues, reinforcing that employers can rely on the local HTS to meet their labour needs.

Source and refer eligible workers, with priority given to Australians in receipt of income support, to harvest vacancies

Collaborate with jobactive providers to achieve employment outcomes for jobseekers on income support in the horticulture industry

Assist jobactive providers to monitor work placements and collected appropriate documentary evidence to enable the claiming of employment outcome payments

Ensure documentary evidence is collected and maintained to comply with contractual requirements

Provide safety inductions, assess work rights and issue work entitlements cards for all customers accessing the service.

Report employers suspected of engaging in unethical or illegal work practices to the appropriate authorities

Manage enquiries, provide services and register to all eligible jobseekers interested in Harvest Labour/Horticulture.

Maintain privacy and security of all records according to government legislation and Privacy Acts.

At all times act in accordance with applicable regulations, policy and procedure with respect to confidentiality, anti-discrimination and OHS.

Maintain systems to ensure that efficient and effective compilation of client information, ensuring all policy requirements are met.

Maintain accurate statistics on specified data e.g. employer contacts, number of harvest positions per week, vacancies raised and placement numbers in line with contractual key performance indicators.

Proactively promote and market the Harvest Trail Service, attend and participate in regular staff meetings and industry forums.

As part of a team and individually, meet specific outcome targets and performance KPI's as per performance plan and as identified by your Manager.

Effective delivery of the 'MADEC Card' for contractors and Farm Managers and others who this service is appropriate

Liaise with HTIS on expected labour needs and changes that may be needed to the Harvest Guide.

Corporate responsibilities

Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation and performance plans.

Participate in staff appraisal/professional development review process at least annually.
Participate in the Quality and Safety Management System by assisting with monitoring and evaluating of activities and mechanisms, identifying opportunities for improvement correcting problems to improve customer service.
Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.
Complying and OH&S, WorkCover and EEO requirements by supporting the overall Quality and Safety Management System to provide a safe and healthy work environment, free from sexual harassment and discrimination.
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:

	Essential	Desirable
Qualifications	Driver's licence is essential. Working with Children or DCSI check National Police Check	
Experience	Extensive knowledge of the local district and labour markets	One to two years' experience in a similar role is highly desirable.
Skills	Excellent communication skills, both oral and written. Ability to work as a team member exercising initiative and the capacity to manage numerous tasks/responsibilities at the same time. Ability to work under pressure and possess excellent time management skills. Accurate and effective word processing skills. Ability to maintain systematic and accurate records and reports. The ability to accurately identify and interpret employer vacancy requirements and accordingly, match, interview and refer suitable jobseekers. Competent use and knowledge of a variety of software packages, MS Office Suite, Internet, Email (Outlook is essential).	

Competencies

All employees must:

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 our 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.

<p>Integrity</p>	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
<p>Team Work</p>	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

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:

Employee Name:	L.Burt	Title:	CEO	Date:	04.05.20
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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.