

Branch	Service Delivery
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – 5
Reports to	General Manager Housing Homelessness and Employment
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	April 2022
Approved by	Senior Manager – People & Culture
Review date	June 2023

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Our Behaviours

We problem-solve with our customers

We celebrate success

We treat everyone with dignity

We own our actions

We turn challenges into opportunities

Position Purpose

The Service Delivery branch delivers high-quality person-centred services across the continuum of support in the focus areas of NDIS Local Area Coordination, Mental Health and Wellbeing, Housing and Homelessness and Children, Youth and Families.

The Service Delivery Systems Specialist is responsible for technology support to all Social Futures Service Delivery teams with a focus on specific platforms. The position provides high level support to all staff ensuring the administration, development and integration of the existing internal Hende and Outcomes Star platforms including troubleshooting, and will provide ongoing development and training of users for new platforms.

Key Accountabilities

A high level description of the most critical and important aspects of the position

- Work with General Managers and Program Managers to capture and prioritise technology improvement requests from end-users regarding ongoing and changing requirements of funders
- Obtain and maintain a high level of understanding and knowledge of program delivery content
- Work with multiple stakeholders and manage priorities within a complex and dynamic operating environment
- Use creative problem solving and process thinking to solve service delivery workflow needs, manage, analyse and iterate expert processes, removing barriers & helping teams manage their participants and Social Futures stakeholders
- Develop strong proficiency and knowledge of Social Futures technology solutions with the ability to communicate feedback to ICT and the business on behalf of the workers for recommendations and work-arounds to address unique service delivery needs
- Oversee change management process for the development and continuous improvement of technology platforms.
- Build relationships and respond to employee queries to provide relevant information, training, knowledge and advice to employees, escalating matters where necessary
- Provide face to face and e-learning training to users working with new systems to ensure ICT capability across the organisation is continually developed and embedded in best practice
- Ensure effective communication methods and tools are utilised across the service delivery teams
- Support the implementation of standardised organisational ICT systems, policies, and procedures
- Provide ICT advice and support of projects across the branch during design, implementation and review phases.
- Create an environment of innovation in which team members are encouraged to identify and share new ideas, constantly improve on how we work more efficiently and effectively

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Coordinating the achievement of business objectives in a complex and dynamic operating environment involving competing priorities and stakeholder priorities
- Developing and implementing innovative solutions which are contingent on ongoing consultation with a range of stakeholders
- Keeping current with changing ICT technologies across the scope of role
- Integrating, consolidating and implementing processes across a range of functions.
- Keeping up to date with changing program and funder requirements and best practice

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Identify emerging issues/risks and their implications and propose solutions Escalate issues, make suggestions and provide updates Report on performance against agreed measures
Team	<ul style="list-style-type: none"> Contribute to the team's achievement of its key performance indicators
Key internal customers	<ul style="list-style-type: none"> Manage relationships to ensure services meet current and evolving needs and expected service delivery standards Engage in service design and evaluation, to continually improve operations, service delivery models and solutions
Broader Social Futures Team	<ul style="list-style-type: none"> Provide expert advice on services and activities
External	
External vendors and service providers	<ul style="list-style-type: none"> Develop and manage relationships to ensure a high standard of service delivery and compliance with contractual requirement

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
Deliver Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Intermediate
	Project Management	Adept

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Deliver Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs

Group	Level	Behavioural Indicator
		<ul style="list-style-type: none"> • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Deliver Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Tertiary qualifications or equivalent experience in ICT systems development or implementation, and Salesforce Administration or similar system administration experience
- Demonstrated experience in a business analyst or systems training role, ideally within the social services sector
- Demonstrated experience working with iOS, Windows 10 and the Office 365 suite of applications
- Demonstrated experience in corporate services or operations management including a demonstrated ability to deliver service outcomes to internal customers
- Strong project management skills that incorporate planning, innovation and change management principles, methodologies and tools
- Demonstrated ability to identify and prioritise complex problems and issues, generate solutions and work collaboratively to achieve a successful outcome
- Excellent communication and negotiation skills and proven ability to develop and maintain strong and effective business relationships that encourage cooperation, accountability, and continuous improvement

All positions will require current National Police, Working with Children Checks and COVID19 Vaccination as a condition of employment.

Social Futures is proud to be a White Ribbon accredited workplace and is committed to ensuring we have a safe and respectful workplace for all. We acknowledge that all people can be victims of violence and that all violence is unacceptable.



Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Frequently
	Be exposed to all outdoor weather conditions	Occasional
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members'	Daily
	Liaise with government, non-government, businesses, and other community organisations	Frequently
	Liaise with clients/customers	Occasional
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, projectors, televisions, video conferencing, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Regular

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level E - Planning at an operational level is necessary for periods in excess of one month affecting the work area or a range of other positions
2	Freedom of the position to act (autonomy)	Level D – Decisions are made by choosing the appropriate process or direction from policy, practices, precedent or legislation Unusual or complex problems are mostly referred to the next level of management
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level E – Problems are not easily defined and require the application of analytical reasoning and broad theoretical knowledge to determine the appropriate solution
4	The level of verbal communication skills required of the position	Level E - Mediate and/or negotiate issues between parties to effectively resolve problems
5	The level of written communication skills required of the position	Level D – Write correspondence and standard reports and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level D – Major
7	Minimum level of practical experience required of the position in addition to required qualifications	Level D – 3 years up to 5 years
8	Leadership and work coordination skills required of the position	Level B – Coordination of elements of work with other positions is required
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1

I hereby confirm I have perused this Position Description in its entirety, and as a result I have a sound understanding of the requirements of my role.

Signed:_____

Date: ____ / ____ / ____

Print Name:_____