

# Transformation Stream Lead

## Success Profile

Your division	Work
Your team	Work – Transformation Project
You report to	General Manager Transformation

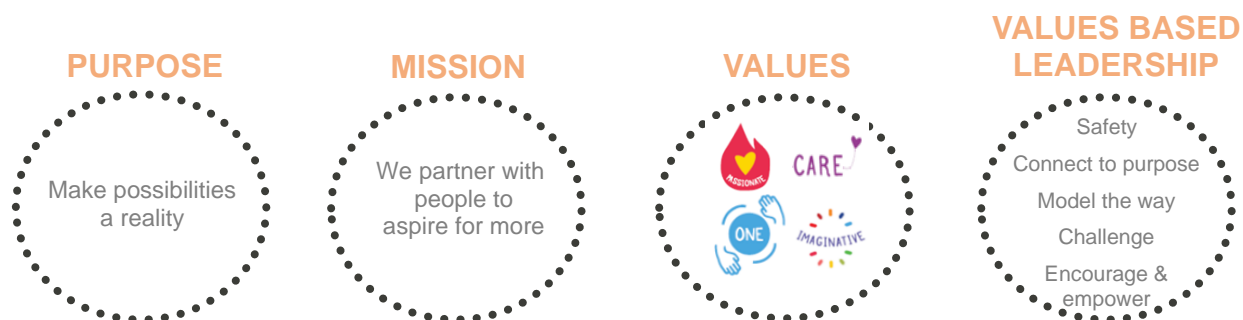
### PURPOSE OF YOUR ROLE

The purpose of the role of a Transformation Stream Lead is to scope and design transformational initiatives relating to a specific transformation subject matter. Transformation initiatives will assess their subject areas for ways in which to optimize processes, systems, and policies in line with the transformation project goals and outcomes. Through strategic alignment, stakeholder engagement, and effective project management, they ensure that transformation efforts are successfully implemented, ultimately driving sustainable growth, client loyalty, and enhanced reputation for safety and experience excellence.

Transformation Streams Include the following subject areas (see Appendix A for details):

- Site Operations and Asset Optimisation
- People and Learning
- Growth and Market Leadership
- Process & Systems
- Client Impact, Safety and Experience

### ORGANISATIONAL PROFILE



### KEY SUCCESS AREAS

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• Demonstrate safety leadership in every action you take and decision you make recognising good safety practice and taking action to improve safety where necessary.</li> <li>• Monitor the environment ensuring it is free from preventable harm, promoting human rights and practice excellence.</li> <li>• Lead the identification and reporting of potential hazards, and work-related incidents, injuries and/or illness.</li> <li>• Foster safety leadership and a culture of safeguarding across all aspects of practice and uphold Endeavour Foundations commitment to person centred service delivery.</li> </ul>
<b>CUSTOMER</b>	<ul style="list-style-type: none"> <li>• Drive a culture of person-centred practice which puts the people we support, and their family, carers and/or guardians at the forefront and at the heart of decision making.</li> </ul>

CONNECTION	<ul style="list-style-type: none"> <li>• Collaborate with peers and leaders to deliver the best outcomes for the people we support for all Transformation activities.</li> <li>• Ensure consistency of experience by encouraging continuous improvement, adherence to practice guidelines and organisational policy and procedure.</li> <li>• Translate broad strategy into practical terms for implementation, creating a shared understanding of how successful commercial outcomes are integral to delivering person centred practice.</li> <li>• Role model and demonstrate ethics, values and integrity in all interactions.</li> <li>• Ensure that people are at the heart of everything we do.</li> <li>• Foster a culture of collaboration within the team, ensuring team members understand the commitment to shared goals.</li> <li>• Deliver valued and acted upon insights and solutions that meet stakeholder needs.</li> <li>• Be perceived as a trusted and reliable expert that adds value and provides best practice guidance.</li> </ul>
OUR PEOPLE	<ul style="list-style-type: none"> <li>• Lead a working group to design and delivery initiatives relative to the subject matter.</li> <li>• Foster positive changes in how work is performed, organized, or perceived within both the organization and externally.</li> <li>• Demonstrate leadership competencies aligned to the leadership framework and role model Endeavour Foundation values and behaviours.</li> <li>• Drive a performance-based culture focusing on engagement to achieve results.</li> <li>• Create a workplace culture that promotes the opportunity for people with disabilities to learn real-life employment skills that align with their NDIS goals.</li> <li>• Be accountable for ensuring appropriate governance and assurance in decision making.</li> <li>• Navigate, contribute to, and influence cross functional collaboration and stakeholder management.</li> </ul>
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> <li>• Work within the transformation project agile format.</li> <li>• Identify and scope initiatives that support the stream and deliver the stream’s objectives.</li> <li>• Ensure good project governance relating to the stream leadership and delivery.</li> <li>• Seek out and incorporate lived experience into the stream’s initiative design.</li> <li>• Ensure project deliverable are met on time and to budget</li> <li>• Track and report on initiative progress by stream as required by the GM Transformation or EGM Work.</li> <li>• Ensure change management activities for the stream are coordinated within the broader transformation change program.</li> <li>• Provide input into other streams as required.</li> <li>• Engage with operational team members to ensure the successful implementation of initiatives into the Work operational environment.</li> </ul>
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> <li>• Ensure initiatives use resources allocated effectively to achieve desired outcomes.</li> <li>• Assess the financial impact of transformation efforts for the stream by evaluating the ROI of implemented initiatives.</li> <li>• Explore opportunities to generate revenue or reduce costs through the stream initiatives.</li> <li>• Identify and mitigate financial risks associated with transformational initiatives to ensure long-term financial sustainability and stability.</li> <li>• Collaborate with finance teams, senior leadership, and other stakeholders to ensure alignment of financial goals with transformational objectives and secure necessary funding and resources for implementation.</li> </ul>

## WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none"> <li>• Ability to develop and implement project initiatives for the stream.</li> <li>• Able to work in an agile model.</li> <li>• Strong leadership skills to inspire and motivate teams, foster collaboration, and drive change initiatives.</li> <li>• Ability to effectively manage projects and resources to achieve desired outcome.</li> </ul>
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none"> <li>• Tertiary qualification and/or equivalent industry experience in discipline relevant discipline to the stream is desirable.</li> <li>• Proficiency in analysing data to inform decision-making and drive improvements.</li> <li>• Skills in building collaborating with internal and external stakeholders to achieve common goals.</li> <li>• Strong problem-solving skills to identify issues, analyse root causes, and develop effective solutions.</li> <li>• Excellent communication skills to convey complex ideas clearly and effectively to diverse stakeholders.</li> </ul>



	<ul style="list-style-type: none"> <li>Knowledge of process improvement methodologies, systems integration, change management, and project management desirable.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Must have a depth of experience in the stream area.</li> <li>Demonstrated success in implementing transformational initiatives.</li> <li>Experience working in regulated industries or environments where safety and client satisfaction are paramount.</li> <li>Track record of effectively managing projects and resources to achieve desired outcomes.</li> <li>Experience in developing and delivering training programs to enhance staff capabilities in delivering exceptional client experiences and ensuring safety.</li> <li>Experience within the Disability Sector is desirable.</li> </ul>

## Appendix A

Transformation Stream Lead – People & Learning	Transformation Stream Lead – Growth & Market Leadership	Transformation Stream Lead – Process & Systems	Transformation Stream Lead – Client Impact, Safety & Experience	Transformation Lead – Site Operations & Asset
<ul style="list-style-type: none"> <li>Supported Employee EVP</li> <li>Learning processes – design, delivery, tracking and ongoing support</li> <li>Development of supported employee learning packages</li> <li>Career pathing and leadership development opportunities</li> <li>Integrated workforce design</li> <li>Supported Employee and Integrated Workforce Recruitment and Onboarding strategy</li> <li>Supported Employee Wage Assessments Strategy and remunerations growth</li> <li>People engagement and communication strategy and program</li> <li>Organisational Design Optimisation – Site, EC roles</li> <li>IR and Remuneration Strategy</li> <li>Investigations Framework (Performance and conduct)</li> <li>Respect@Work and eliminating sexual harassment in worksites</li> <li>Program artefacts / service design – Inclusive Employment Consulting</li> <li>Liaison with P&amp;W teams</li> </ul>	<ul style="list-style-type: none"> <li>Service design and program logic</li> <li>Strategic growth strategy by income type and geography</li> <li>Assessment and selection of commercial sectors for operation</li> <li>Assessment and selection of strategic client targets</li> <li>Salesforce and team model</li> <li>Marketing strategy and execution</li> <li>Development of marketing campaigns and collateral by segments</li> <li>Development of digital channel strategy and e-commerce model</li> <li>Geographic Growth Plans</li> <li>M&amp;A assessment</li> <li>Commercial pricing and contracts model</li> <li>Develop and implement approach and strategy</li> <li>Liaison with FAME teams</li> </ul>	<ul style="list-style-type: none"> <li>Map current state</li> <li>Identify opportunity for process improvement</li> <li>Developing automation roadmap</li> <li>Review and assess all systems supporting Work activities</li> <li>Ensure ICT Roadmap reflects priority needs of the Work Division</li> <li>Work with each stream lead to identify and establish systems and process roadmap for their domains</li> <li>Design business cases for any process automation or systems investment requirements</li> <li>Plan for roadmap implementation</li> <li>Liaison with ICT teams</li> </ul>	<ul style="list-style-type: none"> <li>Work Delta</li> <li>NDIS Accreditation framework maintenance (Corrective Action Management)</li> <li>Practice Innovation and improvement</li> <li>EC Professional Development</li> <li>Client Complaints Lead Investigator</li> <li>ISP Quality and Compliance</li> <li>Corrective Actions Management</li> <li>Thrive Implementation at sites</li> <li>VANE prevention programs and engagement with complex support</li> <li>Impact Reporting</li> <li>Client Safeguarding</li> <li>Liaison with QPI and Safeguarding teams</li> </ul>	<ul style="list-style-type: none"> <li>Develop ‘best practice operations’ standard for sites</li> <li>Identify optimal labour model optimisation</li> <li>COGs review and procurement optimisation</li> <li>Asset review and optimisation</li> <li>Fleet review and optimisation program</li> <li>WHS practice</li> <li>Commercial Quality practice</li> <li>Procurement optimisation</li> <li>Site by site analysis and improvement strategies</li> <li>Liaison with FIL teams</li> </ul>

