POSITION: Disability Business Process Lead
REPORTS TO: Senior Manager Growth & Strategy
LOCATED: Thornbury & South Melbourne
DATE: July 2017

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that provides assistance to thousands of Victorian people and communities experiencing disadvantage.

As a service provider Melbourne City Mission’s work is focussed on providing a hand up not a hand out, supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission’s service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

To support the strategic and growth aspirations of the Disability division, which provides a variety of services to clients through a diverse number of programmes. Working across all the initiatives which will support and drive change within this team, this role will be pivotal in building partnerships with both internal and external stakeholders to define, drive and deliver improvements and new programmes.

A key focus of this role will be the successful implementation of the National Disability Insurance Scheme (NDIS), and driving a culture of continuous improvements across people, process and the enabling technologies including mobile solutions, Client Management System (CMS) and Time & Attendance.

The CMS was introduced to support and drive business efficiencies as MCM moved into operating under the NDIA.

JOB PURPOSE

The Disability Process Lead is an active member of the Business Process Working Group and actively works to support the projects and initiatives to be delivered under the strategy and growth plan.

This role is responsible for working with the business to build capability and knowledge across the whole business in relation to the NDIS, in how the CMS supports delivery of client services and actively champion business improvement.

The role is pivotal in delivering business improvements through changes which deliver commercial outcomes, operational efficiency, embed working knowledge of the NDIS and the supporting working
bodies and tools (both internal and external), and building a culture which drives continuous improvement.

**JOB OBJECTIVES**

**Duties of this role include but are not limited to the following:**

Key responsibilities include:

1. Building partnerships across internal and external stakeholder groups which are relevant, appropriate and support the delivering of strategic and growth outcomes.

2. Working across multiple stakeholder groups to articulate, document, agree and implement business processes across a multitude of issues relating to the broader Disability Group, the NDIS and the CMS.

3. Oversee project delivery including establishing and delivering project outcomes.

4. Manage a team of staff in their day to day work.

5. Working across multiple stakeholder groups to ensure that the Reporting & Data quality standards are being maintained and are fit for purpose. Where they are not, working to devise solutions and then (where appropriate) owning the implementation.

6. Being a key point person for the Business Process Working Group, supporting business users, supers users and technical stakeholders to devise appropriate solutions whether that is in system changes or other supporting tools.

7. Maintain Disability specific training materials, ensuring that they work in conjunction with the HR induction modules, and are current, fit for purpose and easily assessible for the broader team.

8. Maintain the CMS Infonet site for all information, updates and content relating to Disability.

9. Proactively communicating between their business area and the BPWG, including issue identification, escalation, progress and resolution.

10. Provision of relevant and insightful information and reports to senior stakeholders, throughout MCM, to support by escalation and the decision-making process

11. Supporting the business through business as usual, and all changes including system upgrades, major go- lives and post implementation care. They are the CMS ‘go to’ person.

12. Knowledge transfer. Work to build capability within the business to ensure that business process & procedures, data quality standards and reporting are understood, and become part of operational discipline.
KEY RELATIONSHIPS

| Accountability | The position is accountable to Senior Manager of Growth & Strategy |
| Internal Relationships | They may have relationships with staff from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include: |
| | • Staff from the Disability & ECIS Division |
| | • Staff from Organisational Development |
| | • Staff from Human Resources |
| | • Staff from Quality & Risk |
| External Relationships | They will actively liaise and network with a number of external government bodies. |

KEY SELECTION CRITERIA

Qualifications / Experience

Essential:

- Demonstrated ability to build business partnering relationships throughout the organisation and negotiate common agreements across diverse teams.
- Experience in leadership, where actively changing culture and operational behaviour across diverse teams has been a successful outcome.
- A proven background in identifying areas for improvement and actively working towards making the improvement the new business as usual.
- Demonstrated effective interpersonal, communication and negotiation skills, and the ability to work collaboratively in high demand environments.
- A proven ability to influence at a senior level, build buy in on complicated issues which then translates to support through resolution.
- Effectively performs under pressure including the ability to make decisions when under pressure.
- Experience in either building testing approaches, plans and scripts or training (both building materials and delivery training) is required.
- Proficient in Microsoft Office Excel and Word.
- An internet enabled mobile phone, for time and attendance if working offsite
- Current Driver’s Licence
Satisfactory compliance with Melbourne City Mission safety screening requirements including a national police check, international police check (if required) and Working with Children Check.

Desirable:
- Previous experience with process improvement, or CareRight.
- Demonstrable experience at shaping and leading projects which are focussed on implementing change to working practice, using technology as an enabler.

### MELBOURNE CITY MISSION CAPABILITIES

In addition to the Key Selection Criteria, applicants should be able to demonstrate the following attributes:

| Quality, safety and risk management are paramount | Play by the rules – you make no compromises when it comes to quality, safety and risk management. |
| Clients are at the centre of everything you do | You help clients reach their goals and get the best possible outcomes by working in partnership. You’re always on the lookout for opportunities for improvement. |
| You help make Melbourne City Mission a great place to work | You build and maintain relationships with all your colleagues and clients. You’re a team player; you actively participate in an encouraging and supportive work environment. |
| You achieve results | You’re focused on what you need to do and you deliver. |
| You raise the bar | You embrace a culture of learning, growth and development. |
| Communication is key | You’re clear, know your audience and use a variety of methods to share information. |

### TERMS AND CONDITIONS OF EMPLOYMENT

Appointment to this position is subject to the satisfactory completion of a National Police Check, International Police Check (if applicable), current Victorian Working with Children Check, current Victorian Driver’s License and the right to work in Australia.