Learn more about APM Positions

DES State Manager

An APM DES State Manager is responsible for planning, coordinating, leading and coaching a team of consultants to ensure that a high level of DES service quality is maintained.

- Support, coach and provide feedback to State Management team to achieve KPI's across State
- Ensure appropriate management reports and communication mechanisms are in place to effectively monitor and control DES State Operations
- Monitor DES State Compliance requirements and ensure that quality assurance processes, Disability Service Standards (DSS) and DEEWR KPI 3 (Quality) are in place and effective in all Branches and sites.
- Full compliance with APM Policy, State Accreditation and other statutory requirements
- Keep up to date with DES contract obligations, Labour market developments, Relevant State and Federal labour market programs, Relevant Legislation
- Entails regular support and contact from next line Manager (DES National Operations Manager) and the DES management team
- Lead, motivate and manage a team of Employment Consultants (Team Leader has SEC reporting to them also) to deliver a quality service to jobseekers, achieve a high standard of performance and a happy work environment for staff
- Assist with hiring and retaining quality staff
- Ensure induction program has been completed
- Ensure operational staffs ongoing training needs are identified and completed and a PDP implemented
- Involvement in the completion of training including induction
- Ensure all training records are recorded accurately
- Assist in developing new leaders of the business
- Undertake monthly, 3 & 6 month milestone and annual reviews with staff
- Rewarding and recognising our high performers
- Conduct quality case reviews to assist staff with effectively managing their caseload
- Reward and recognise our high performers
- Coordinate individual and team meetings and ensure these are undertaken regularly
- Ability to lead by example
- Ensure staff are adhering to APM policies, procedures and statutory requirements
- Ability to think strategically and innovatively to ensure continued performance
- DES contractual knowledge and experience in delivering service including use of and good working knowledge of database systems
- Ability to interpret statistical data relevant to the site(s) and use it to drive performance within the team
- Report on analysis of data on regular basis
- Ensure privacy and confidentiality is maintained at the site(s) on a daily basis
- Complaints handling and recording of this accurately and ensure records are maintained for the site(s)
- Entails regular support and contact with next line Manager (either TL or RC) and State management team
- Participate in state management meetings and DES management meetings

APM

ADVANCED PERSONNEL MANAGEMENT