



<b>Position Title</b>	State Manager NSW
<b>Reports to</b>	Director of Operations
<b>Role details</b>	Full time
<b>Location</b>	Based in metropolitan Sydney, NSW with hot desk arrangements at different sites
<b>Direct reports</b>	2
<b>Date Issued</b>	4 March 2021
<b>Approved by</b>	CEO

<b>Position Summary</b>	<p>The State Manager is a member of the National Operations Management Team including all state managers reporting to the Director of Operations as well as a member of the Senior Leadership Group for whole of organisation. The role has dual strategic and operational leadership with the following key objectives:</p> <ul style="list-style-type: none"> <li>• Overall strategic and operational leadership of NSW team (see appendix 1 for NSW organisational chart) including direct line management of two staff</li> <li>• Coach and lead a high performing team in NSW of nine staff</li> <li>• Lead the state’s revenue plan to increase government and philanthropic funding</li> <li>• Build and maintain relationships with stakeholders including Whitelion NSW ambassador group, government agencies, not-for-profit organisations, corporate organisations and community groups</li> <li>• Contribute to building a national organisation</li> <li>• Budget and contract performance</li> <li>• Evidence informed program practice and evaluation</li> <li>• Oversee the State’s integrated services, quality, data and reporting</li> <li>• Drive a culture of customer centricity</li> <li>• Support the national office with fundraising and events in NSW</li> </ul>
<b>General Conditions of Employment</b>	<p>The successful candidate must achieve a satisfactory Police Check and Working with Children Check prior to commencing in the role.</p> <p>Pre-employment checks may include a requirement for proof of identity, evidence and currency of qualifications, driver's licence, and other relevant personal documentation.</p> <p>Referee checks on at least two independent referees are mandatory and will be conducted prior to an offer of employment being made.</p>

## Position Description

Key result areas	Performance measures
1. Leadership and culture	<ul style="list-style-type: none"> <li>• Demonstrated responsibilities and leadership for State operations.</li> <li>• An active participant of the national operations management team.</li> <li>• Safe and healthy work environment as demonstrated by staff adherence to safety standards as well as an inclusive culture that values and encourages diversity and difference.</li> <li>• Staff are supported and engaged to harness their full potential as demonstrated through improved staff engagement and wellbeing measures.</li> <li>• Team are mentored and coached through regular supervision and annual reviews to achieve individual and team outcomes.</li> <li>• Team operates in a cohesive way with role clarity and accountability.</li> <li>• Demonstrated contribution to influencing and shaping a national Whitelion culture including deep collaboration and cross-functional work.</li> <li>• Commitment to self-leadership and ongoing learning and development.</li> </ul>
2. Stakeholder engagement	<ul style="list-style-type: none"> <li>• Support the NSW Ambassador group with the CEO</li> <li>• Work with the national office to build and maintain relationships with key corporate and philanthropic stakeholders</li> <li>• Whitelion is well positioned to respond to changing government and sector policy and trends, and ensure credible relationships with key government funders.</li> <li>• Demonstrated respect and credibility within the NFP sector through Whitelion being a preferred partner to collaborate on tender submissions, projects, and research and evaluation initiatives.</li> <li>• Whitelion is considered a credible and respected youth agency, demonstrated by being on government and sector strategic/advisory committees.</li> </ul>
3. Budget and contract performance and reporting	<ul style="list-style-type: none"> <li>• An accountable culture focused on a high standard of end to end contract management including records management, stakeholder communication, reporting, and financial acquittal.</li> <li>• Supporting team to meet contract obligations and confident with implementing early risk mitigation strategies to address potential underperformance.</li> <li>• Ensure regular analysis and forecasting is conducted to manage state-wide budgets that deliver positive financial results</li> <li>• Preparation and implementation of annual State plan, along with preparation and review of annual individual work and development plan in alignment with Whitelion's strategic plan.</li> </ul>
4. Lead the state's revenue plan	<ul style="list-style-type: none"> <li>• With support from the national office, lead revenue growth in NSW to ensure long-term, sustainable program funding in line with KPIs.</li> <li>• Be a key contributor to the development of grants and tenders including reviewing opportunities, writing tender and grant submissions and developing budgets for these opportunities.</li> <li>• Develop and maintain relationships with service organisations to enable partnerships for business opportunities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Remain abreast of potential opportunities for new programs and funding.</li> </ul>
5. Evidence informed program practice and evaluation	<ul style="list-style-type: none"> <li>• Programs are underpinned by common quality and practice framework.</li> <li>• Programs have objectives and a program logic which articulates a clear theory of change.</li> <li>• Culture of reflective practice where learning is embedded in team meetings and planning.</li> <li>• Culture that encourages innovation, divergent thinking and collaborative teamwork.</li> <li>• Human-centred design methodology is applied to program design and innovation.</li> <li>• Customer centricity and empathy underpins the way staff engage with each other and young people.</li> </ul>
6. Overseeing the State's quality, data and reporting	<ul style="list-style-type: none"> <li>• Undertake high quality written reports for NSW programs in accordance with Whitelion's Reporting Schedule.</li> <li>• Ensure that case notes and evaluation outcomes are managed in accordance with Whitelion's record management system.</li> <li>• Responsibility for risk management of NSW programs.</li> </ul>
7. Maintain workplace health, safety and individual wellbeing	<ul style="list-style-type: none"> <li>• Take reasonable care for your own health and safety</li> <li>• Take reasonable care for the health and safety of others</li> <li>• Report any matters that may be a risk to the health and safety of yourself or others</li> <li>• Comply with any reasonable instructions, policies and procedure given to you by Whitelion including the Code of Conduct</li> <li>• Contribute to a child safe culture</li> </ul>
<b>Skills &amp; capabilities</b>	<b>Technical skills</b>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Formal qualifications in social/health and human services and/or business management or relevant experience.</li> <li>• Australian Federal Police Clearance</li> <li>• NSW Working with Children Check</li> <li>• A motor vehicle Driver Licence</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• At least five years in senior management roles in organisation of similar size and scope.</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Management level understanding and experience in leading complex human services programs.</li> <li>• Advanced quality and practice experience and implementation.</li> <li>• Advanced understanding of government contract management and performance.</li> <li>• Exceptional planning, organisational and operational capabilities.</li> <li>• Sound financial acumen and business processes.</li> <li>• Demonstrated experience in building and maintaining relationships and partnerships with a variety of stakeholders.</li> </ul>	

Skills & capabilities	Behavioural capabilities
<p><b>Working together</b> You are open to working closely with your teammates to help each other achieve quality outcomes, and to support each other's safety and wellbeing.</p> <p><b>Turn up, do your best</b> You bring positivity, focus and energy to your work and get inspired by achieving quality outcomes in all parts of your role. You are resilient and see setbacks as opportunities for growth and development.</p> <p><b>Deliver on commitments</b> You do what you say you are going to do. You can work independently, prioritise and manage multiple tasks and know how to speak up if you need help with delivering to agreed deadlines.</p> <p><b>You want everyone to belong</b> You work hard to educate yourself on what it takes to create a truly inclusive culture, and you value the experiences and alternative views of those around you. You believe that diversity leads to success.</p>	

### Working at Whitelion

<p><b>Safe &amp; inclusive culture</b></p>	<p>Whitelion acknowledges the Traditional Owners and Custodians of the land on which it is situated, and we pay respect to their Elders past, present and emerging. We acknowledge and respect the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander Peoples across the nation.</p> <p>Whitelion commenced its Reflect Reconciliation Action Plan in 2020.</p> <p>We are passionate about creating a workplace that promotes and values diversity. We are committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and/ or sexual identity.</p> <p>Whitelion is committed to preventing any physical or psychological danger to children and young people who engage with our services. We do this by continuously reviewing and improving our workplace culture.</p>
<p><b>Young people's voice</b></p>	<p>Through Whitelion's Participatory Youth Framework and Youth Engagement Framework, and Youth Council we aim to promote the voice of young people at risk in our work, and on issues that are important to them.</p>
<p><b>Health and Wellbeing</b></p>	<p>In addition to standard leave entitlements Whitelion staff are entitled to two days gifted wellbeing leave as well gifted leave between Christmas and New Year. Staff also have the option to work on 26 January Australia Day in solidarity with First</p>

	Australians and recognition of the ongoing impacts of colonisation and dispossession.
<b>Strategy 2023</b>	<p>Whitelion’s vision is a world where no young person is left behind. Where all young people have the right to equitable opportunities to reach their potential.</p> <p>Our purpose is why we exist. We create positive connections and pathways to work for young people at risk.</p> <p>For Whitelion, young people at risk are those aged 14-25 who are highly vulnerable and high risk due to being impacted by the justice system, out of home care, homelessness, or complex and chronic disadvantage.</p> <p>The Whitelion Service Blueprint invites young people, staff, volunteers and supporters to create positive movement forward and impel each individual young person towards positive connections and pathways to work. We do this by working across four outcome areas</p> <ol style="list-style-type: none"> <li>1. Safe &amp; stable</li> <li>2. Learning &amp; supportive networks</li> <li>3. Skills &amp; growth</li> <li>4. Connection &amp; independence</li> </ol> <p>The success of our work depends on the voice and lived experience of highly vulnerable, high risk young people; working with the systems that surround young people; and engaging the Whitelion community to provide opportunities.</p>
<b>Whitelion values and behaviours</b>	<ul style="list-style-type: none"> <li>• We work together (Collaboration)</li> <li>• We turn up and do our best (Committed)</li> <li>• We deliver on commitments (Accountable)</li> <li>• We want everyone to belong (Inclusive)</li> </ul>
<b>Our priorities</b>	<p><b>People</b></p> <p>Our staff and volunteers are engaged and enabled to be their best in an inclusive and high performing environment.</p> <p><b>Programs</b></p> <p>Highly vulnerable young people experience improved connections and pathways to work.</p> <p><b>Supporters</b></p> <p>Our supporters and partners are integral to solutions for achieving impact and sustainability.</p> <p><b>Sustainability</b></p>

	Financial sustainability is based on healthy reserves which can be used to reinvest in workforce capabilities, program innovation and systems improvement.
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**Key contact**

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Appendix 1

New South Wales Team Structure

