

	Position Title	State Manager – Western Australia
	Reports to	Director of Operations
	Role details	Full time
	Location	Based in metropolitan Perth (Balgas and Ballajura)
	Direct reports	1
	Date Issued	18/01/21
	Approved by	CEO

Position Summary	<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"> • Overall strategic and operational leadership of Western Australian team • Contract management oversight, reporting and funder relationship maintenance of two core WA programs (Deadly Diversions and Target 120) • Direct line management of WA Youth Services Manager • Coach and lead a high performing team in Western Australia • Contribute to building a national organisation • Budget and contract performance • In conjunction with the national office, lead the development of grants and tenders • Evidence informed program practice and evaluation • Oversee the State’s integrated services, quality, data and reporting • Drive a culture of customer centricity • Identify and facilitate the establishment of funding and fundraising and events opportunities in partnership with the national office • Build and maintain relationships with stakeholders including government agencies, not-for-profit organisations, corporate organisations and community groups
General Conditions of Employment	<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
Maintain workplace health, safety and individual wellbeing	<ul style="list-style-type: none"> • Take reasonable care for your own health and safety • Take reasonable care for the health and safety of others • Report any matters that may be a risk to the health and safety of yourself or others • Comply with any reasonable instructions, policies and procedure given to you by Whitelion including the Code of Conduct • Contribute to a child safe culture
Leadership and culture	<ul style="list-style-type: none"> • Demonstrated responsibilities and leadership for State operations. • An active participant of the national operations management team and Whitelion leadership groups. • 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. • Staff are supported and engaged to harness their full potential as demonstrated through improved staff engagement and wellbeing measures. • Team is mentored and coached through regular supervision and annual reviews to achieve individual and team outcomes. • Team operates in a cohesive way with role clarity and accountability. • Demonstrated contribution to influencing and shaping a national Whitelion culture including deep collaboration and cross-functional work. • Commitment to self-leadership and ongoing learning and development.
Budget and contract performance	<ul style="list-style-type: none"> • An accountable culture focused on a high standard of end to end contract management including records management, stakeholder communication, reporting, and financial acquittal. • Supporting team to meet contract obligations and confident with implementing early risk mitigation strategies to address potential underperformance. • Ensure regular analysis and forecasting is conducted to manage state-wide budgets that deliver positive financial results • Preparation and implementation of annual State plan.
Evidence informed program practice and evaluation	<ul style="list-style-type: none"> • Programs are underpinned by common quality and practice framework. • Programs have objectives and program logic which articulates a clear theory of change. • Culture of reflective practice where learning is embedded in team meetings and planning. • Culture that encourages innovation, divergent thinking and collaborative teamwork. • Human-centered design methodology is applied to program design and innovation. • Customer centricity and empathy underpins the way staff engage

	with each other and young people.
Overseeing the State's quality, data and reporting	<ul style="list-style-type: none"> • Undertake high quality written reports for WA programs in accordance with Whitelion's Reporting Schedule. • Ensure that case notes and evaluation outcomes are managed in accordance with Whitelion's record management system. • Responsibility for risk management of WA programs.
Contribution to the development of grants and tenders	<ul style="list-style-type: none"> • With support from the Youth Services Manager and in collaboration with Strategy, Marketing and Communications directorate and Director of Operations, lead the development of grants and tenders. • Develop and maintain relationships with service organisations to enable partnerships for business opportunities. • Remain abreast of potential opportunities for new programs and funding.
Stakeholder engagement and representation	<ul style="list-style-type: none"> • Whitelion is well positioned to respond to changing government and sector policy and trends. • Demonstrated respect and credibility within the NFP sector as demonstrated through Whitelion being a preferred partner to collaborate on tender submissions, projects, and research and evaluation initiatives. • Whitelion is considered a credible and respected youth agency, demonstrated by being on government and sector strategic/advisory committees.
Skills & capabilities	Technical skills
<p>Qualifications:</p> <ul style="list-style-type: none"> • Formal qualifications in social/health and human services and/or business management or relevant experience. • Australian Federal Police Clearance • WA Working with Children Check • A motor vehicle Driver Licence <p>Experience:</p> <ul style="list-style-type: none"> • At least five years in senior management roles in organisation of similar size and scope. <p>Skills:</p> <ul style="list-style-type: none"> • Management level understanding and experience in leading complex human services programs. • Advanced quality and practice experience and implementation. • Advanced understanding of government contract management and performance. • Exceptional planning, organisational and operational capabilities. • Sound financial acumen and business processes. • Demonstrated experience in building and maintaining relationships and partnerships with a variety of stakeholders. 	
Skills & capabilities	Behavioural capabilities
<ul style="list-style-type: none"> • Exceptional collaboration to find ways to inspire, support and enable others to succeed. 	

- Exceptional communication skill and to build trust and influence by honouring commitments.
- Commitment to social justice and valuing the strengths, resilience and courage of young people at risk.
- Commitment to the safety, wellbeing and participation of all children and young people.
- Positive mindset and ability to see setbacks as opportunities for growth and development.
- Confidence and assertiveness.
- Humility, empathy and willingness to continually learn and grow.
- High level of professionalism and approachability toward all stakeholders to gain cooperation and assistance.
- Self-reliant, results and outcomes oriented.

Working at Whitelion

<p>Safe & inclusive culture</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>Young people’s voice</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>Health and wellbeing</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 Australians and recognition of the ongoing impacts of colonisation and dispossession.</p>
<p>Strategy 2023</p>	<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"> 1. Safe & stable 2. Learning & supportive networks 3. Skills & growth 4. Connection & independence <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>
<p>Whitelion values and behaviours</p>	<ul style="list-style-type: none"> • We work together (Collaboration) • We turn up and do our best (Committed) • We deliver on commitments (Accountable) • We want everyone to belong (Inclusive)
<p>Our priorities</p>	<p>People</p> <p>Our staff and volunteers are engaged and enabled to be their best in an inclusive and high performing environment.</p> <p>Programs</p> <p>Highly vulnerable young people experience improved connections and pathways to work.</p> <p>Supporters</p> <p>Our supporters and partners are integral to solutions for achieving impact and sustainability.</p> <p>Sustainability</p> <p>Financial sustainability is based on healthy reserves which can be used to reinvest in workforce capabilities, program innovation and systems improvement.</p>