

# Job Services Australia

## Future Leaders Program

*people · skills · jobs*

The JSA Future Leader's Program has been designed for existing JSA operational staff who wish to pursue careers within management level in JSA (eg: team leaders, site managers, compliance officers, area managers etc)

The program runs for 16 weeks and covers 6 key module areas.

A breakdown of each module is included in this brochure which identifies the key topics being covered throughout the program.

Participants will complete work-based assessments for all 6 modules as part of the course.

### **Performance Management in JSA**

- Understanding the Performance Framework
- The Key Drivers of Performance
- Identifying Trends/Indicators of High Performance
- Setting Targets
- Interpreting Performance Reports through ESS

### **Leading & Motivating a JSA Team**

- Assessing your leadership qualities
- Leadership styles
- Providing feedback to staff
- Performance managing staff
- Empowering your team
- Using team member strengths

### **Conducting Staff Training/Development**

- Face to face facilitation skills
- Imparting knowledge to staff
- One-on-one coaching
- Understanding different learning styles
- Assessing staff competence
- Proactive approaches to staff training and development

### **Develop Operational & Strategic JSA Plans**

- Identifying operational issues/concerns
- Forward planning for JSA success
- Proactive Management vs Reactive Management

### **Compliance and Self Auditing in JSA**

- Understanding JSA compliance
- How to audit your JSA service
- Feedback on audits
- Developing audit tools/forms
- Create a compliance and audit framework at a site level

### **Developing Strong JSA Stakeholder Networks**

- Identifying local support services
- Create strong local partnerships
- The DEEWR / JSA relationship
- The Centrelink / JSA relationship

For more information contact Job Services Central on 1800 508 290 or on the web at [www.jobservicescentral.com.au](http://www.jobservicescentral.com.au)