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| Early Response Team Purpose |  |
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| **Team Purpose**Early Response Team members will work in collaboration, supported by Regional Labour Market Manager, to develop and carry out the regional plan for the delivery of an effective end to end redeployment support service.The Early Response Team (The Team) is a dedicated team of MSD staff who are responsible for delivering Redeployment Support. This involves identifying and supporting people who are disadvantaged in the labour market to retain their employment or transition to new good and appropriate employment or upskilling opportunities. The Teams have two core functions: 1. Delivering prompt tailored support for people at risk of job displacement
2. Gathering intel and opportunities to enable effective early intervention

The Team are one part of a broader ecosystem of supports, services, and opportunities for people at risk of job displacement. The Team work collectively to build relationships and partnerships with stakeholders, to collaboratively identify opportunities to enable effective early intervention, develop and deliver services, tailored to people’s needs. The team are mobile within their region to respond to job displacement where it occurs. The Redeployment Support service design encourages an approach where all team members are involved in all related activities to ensure the support of an effective end-to-end service. |
| **Key Team Capabilities** |
| **Client/customer centricity*** Builds collaborative and mutually beneficial & trusted working relationships with businesses, communities, people and stakeholders
* Responds to diverse needs by delivering the right services in the right way
* Adapts style to best suit the situation, the audience, and getting the best outcome
* Works towards positive and mutually satisfactory outcomes

**Cultural responsiveness*** Relates respectfully to people from all cultures
* Respects and affirms cultural connections, practices and ways of being
* Acknowledges and addresses unconscious bias

**Business acumen and partnerships*** Understands how MSD fits within the broader external environment of partners and potential partners
* Leverages business/market intelligence to pre-empt and understand the problem to be solved
* Collaborates with people/teams within MSD, other agencies, partners, and stakeholders to innovate and achieve desired outcomes

**Making right decisions*** Assess the risks, benefits, and potential impact of several options when deciding a course of action
* Analyses and considers broader context to develop practical decisions and solutions

**Information and Knowledge management*** Maintains confidentiality and uses discretion when required to achieve outcomes and handle information and knowledge responsibly
* Engages other teams and partners to share information and jointly solve issues and problems
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