

IMPACT Community Services Position Description



JOB CODE: 04.001.16
JOB TITLE: Employment Consultant – Gin Gin
SITE / LOCATION: Gin Gin
PROGRAM/SECTION: Jobactive, Employment Services
REPORTS TO: Manager Jobactive
AWARD: Labour Market Assistance Industry Award 2010
CLASSIFICATION: Training and Placement Officer Grade 2
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

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Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures. In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

Who are we? As a charitable organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. Through our programs and services, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.

What is our vision? To lead the community in pioneering improved life opportunities

What is our mission? Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

What are our values?
 What do we expect from our staff and what do our clients expect from us?

Trust we are honest, accountable to our community and transparent in our actions

Empowerment in every endeavour we strive to support people to achieve their goals, own their actions and make sustained change in their lives according to what they want

Relevance we serve our community’s needs through a contemporary individual choice based approach to community service

Compassion we are caring and understanding in our support of people in our community

Inclusiveness we believe that diversity in our community makes us stronger and provide equal opportunity to all



OVERVIEW:

The role of the Employment Consultant is to match job seekers to the most effective interventions to move them into work as quickly as possible. Job seekers will work with the Employment Consultant to address employment and non-employment related issues. The Employment Consultant should take strengths and positive behaviour-based approach to case management and identify activities and achievable goals that will quickly move job seekers closer to employment. This may include referrals to counselling, attending in-house activities and linking with key specialist support organisations.

Case management should be tailored to each job seeker's need and the Employment Consultant should use the tools provided to them through DJSB and CoAct's IT systems to support frequent contact through multiple communication channels, including our online portal/job seekers profiles, email, text, phone and face to face. All job seekers are expected to engage with jobactive on a minimum monthly basis.

The main role of the Employment Consultant is to efficiently address job seekers' barriers and move them into more engaging activities at site such as Group Activities or Work for the Dole and therefore providing support to move them into sustainable employment.

From time to time the Employment Consultant may be expected to perform additional tasks outside of this job role to meet the needs of the organisation.

MAIN DUTIES/RESPONSIBILITIES:

- Ensure that the requirements of the program and expectation to be actively engaged in seeking work or actively preparing for seeking work is understood by the job seeker
- Identify and coordinate delivery of assistance for job seekers that will improve their employment prospects – through building self-esteem, facilitating access to non-vocational interventions and access to activities at the site and job matching
- Positively impact on job seekers by assisting them into sustainable employment and ensure they are fully aware of the Post Placement Support process on commencement of employment
- Develop and maintain relationships with community and local support organisations to ensure a holistic case management approach
- Review Job Plans on a regular basis to ensure all activities and job search requirements are current and compliant
- Implement and action the Targeted Compliance Framework as per the Deed requirements
- Monitor that all job seekers' Mutual Obligation Requirements are met and recorded
- Action the jobseeker suspended caseload, pending lists and initial sign ups
- Document contacts in Job Ready - CoAct IT systems and ESS Web / Department of Jobs and Small Business
- Ensure compliance with the ES2015-2020 Deed, all supporting Guidelines, the Service Guarantee and the Service Delivery Plan
- Ensure that all KPIs are met



- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organization. Where Higher Duties apply the relevant Award will be followed.

CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- Experience in case managing jobseekers or clients experiencing disadvantage across a mixed A, B, C stream caseload
- Understanding of working with people with complex social and employment barriers
- Demonstrated ability to effectively communicate and engage with jobseekers from diverse cultural backgrounds
- Demonstrated ability to effectively facilitate small groups
- A proven track record of achieving performance targets
- Experience in working in a contractually compliant (or similar) environment
- Proficient IT and administration skills
- Highly developed computer skills with proficiency in Microsoft Office applications, particularly, Word and Excel
- Ability to work independently and in a team environment
- Demonstrated ability to deliver excellent customer service

Desirable

- Certificate IV in Employment Services

LICENSING AND ADMINISTRATIVE REQUIREMENTS

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence / C Class
- Possession of, or willingness to obtain, Prescribed Notice (Yellow Card), Working with Children (Blue Card), National Police Check (AFP).

Acknowledgement

I have received, reviewed and fully understand the position description for Employment Consultant – Gin Gin. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

PRINTED NAME

SIGNATURE

/ / 2019

DATE



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