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| **Position Title** | Employment Consultant – Mental Health |
| **Business Stream** | Employment Solutions |
| **Team** | Site Team |
| **Reports to** | Manager (area specific) |
| **Direct Reports** | Nil |
| **Classification** | Operations Stream, Level 2 |
| **Location** | As per Letter of Offer |

position objective

This position will assist individuals with mental health issues to secure and maintain sustainable employment in the open labour market to support the achievement of STEPS business objectives.

This position will also be responsible for working effectively with job seekers, employers and other key stakeholders to demonstrate success against key performance indicators.

key responsibilities

1. **Management**

* Engage with each job seeker in accordance with the Individual Placement and Support (IPS) Service Delivery Model and achieve individual performance goals which contribute to overall effectiveness of the DES ESS and DMS programs.
* Plan, schedule and conduct activities with job seekers to deliver services that meet customer service expectations, contractual compliance requirements and key performance indicators.
* Identify and provide flexible assistance to address vocational and non-vocational barriers to support the job seeker to gain and maintain sustainable employment.
* Conduct reverse marketing activities to secure employment opportunities for jobseekers to achieve key performance indicators.
* Provide appropriate post placement and/or on-going support to meet the needs of employers and support the job seeker.

1. **People**

* Develop strong professional relationships with job seekers to gain an understanding of their goals and abilities.
* Contribute to site cohesiveness and effectiveness by developing and maintaining positive and constructive team relationships.

1. **Communication**

* Utilise a variety of communication tools and strategies to facilitate effective case management of job seekers through all phases of the service.
* Provide information and support to employers to promote the benefits of employing people with a disability, generate solutions for their workplace and access appropriate employer incentives.
* Establish relationships with local employers and a range of external services to assist job seekers to access a variety of interventions, training and physical/personal development programs.
* Under direction from the Manager participate in community activities, functions and meetings to build community partnerships and promote STEPS in the community.

1. **Management Systems**

* All services must comply with the Code of Practice and relevant legislation and be conducted in accordance with the DSS Service Guarantee, the National Standards Disability Service and Steps internal policies and procedures.
* Maintain current knowledge of databases used to document and record service delivery with each job seeker.
* Ensure the input of data is accurate and occurs in a timely manner to ensure reports can be generated and analysed for the purposes of performance measurement, quality surveys, auditing and in response to requests to release information.

1. **General**

* Become familiar and follow all STEPS WHS policy, procedures and work instructions. Take reasonable care for personal health and safety, ensure that acts or omissions do not adversely affect the health and safety of others and comply with any reasonable instruction that allows STEPS to comply with its WHS obligations.
* From time to time, allocation of duties may be adjusted to reflect the site’s requirements.
* Ensure compliance with the ‘IMS Position Responsibilities and Accountabilities Statements’ relevant to this position, which include work health and safety (WHS), quality and environmental duties.

key selection criteria

* Completion of a relevant certificate level qualification in Mental Health, Employment Services, Community Work or similar and/or relevant experience with mental health issues will be highly regarded.
* Experience and success in engaging with customers to develop successful business relationships is essential
* Demonstrated knowledge and experience in the use of effective communication techniques and strategies to develop an understanding of goals and preferences.
* Proven experience working with employers to provide appropriate assistance and advice relating to employment strategies and diversity in the workplace.
* Ability to follow contracts and procedures.
* Previous experience working in an environment where performance is measured against key performance indicators is desirable.

Mandatory role requirements

1. Provision of documentary evidence of right to work in Australia.
2. Have the ability to hold all safety when working with children and/or vulnerable persons cards required under State and/or Federal legislation and/or regulation, and receive acceptable results from any criminal history checks.
3. Current ‘C’ class Driver’s Licence.

approvals

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| **Approved By** | Carmel Crouch | | |
| **Signature** |  | **Date** |  |