

POSITION DESCRIPTION FORM

Communicare Inc.

Employment Consultant

Position Details	
Position Title:	Employment Consultant
Service Area:	Employment Services
Location:	Various WA Metropolitan Area
Classification:	Labour Market Assistance Industry Award 2010
Salary Range:	Training and Placement Officer Grade 1 - Grade 2
Date Approved:	15 th May, 2017

Position Objective
<p>This position provides person centred support through case management and other services to jobseekers, across all streams, to achieve sustainable and enduring employment outcomes. This role works with jobseekers through their entire engagement with the jobactive system.</p>

Organisation Information
<p>Communicare's Aspiration: To create strong, safe and inclusive communities for people to participate to their full potential.</p> <p>Communicare's Purpose: To inspire and empower people to live a life of their choice in an inclusive community.</p> <p>Communicare's Values:</p> <ul style="list-style-type: none"> • HOPE: Providing an environment, supports and behaviours that inspire a sense of optimism and hope for the future; and stimulating people to believe in themselves see a better life and reach their potential. • OPPORTUNITY: Providing access to services and supports that build skills and pathways, enable people to learn, grow, and build on their strengths and empower them to choose a better future. • PERSEVERANCE: keeping faith in the people we support and leading with courage, passion and commitment to assist them to set goals, overcome the challenges in their lives and celebrate their achievements. • EQUALITY: Sharing a passion for people, embracing diversity and inclusion, valuing the unique value and contribution that all can make, and operating with integrity and respect to provide the opportunity for every person to thrive.

Reporting lines and Stakeholder relationships
<ul style="list-style-type: none"> • The Employment Consultant reports to the Manager Employment Services or Coordinator Employment Services.

- The Employment Consultant position has no direct reports.
- Works with other internal stakeholders as necessary.
- External relationships include but not limited: Department of Human Services (Centrelink), job seekers, local businesses/industry contacts (including employers), community support agencies and Department of Employment (DoE)

Position Responsibilities

Employment Services Delivery

- Provides a high quality service to jobseekers participating in the jobactive program.
- Provides timely and relevant information and appropriate assessment for job seekers.
- Assess the job seeker's capabilities, skills, barriers and experience to develop quantifiable selling points, reverse marketing strategies and personal support requirements.
- Builds effective relationships with jobseekers which build engagement to achieve positive outcomes.
- Work effectively with culturally or linguistically diverse people and provides individualised ongoing support to maintain sustainable employment.
- Under take regular and appropriate review of activities and update Job Plan.
- Monitor job search progress and negotiate activities including referral and placements.
- Monitors and analyses key performance data and implements proposes solutions to improve individual and team performance.
- Consult and respond to industry trends through referral of job seekers to appropriate/relevant training, work experience and Work for the Dole (WFD) activities.
- Develop and maintain relationships with external stakeholders which enhance the support available to jobseekers.
- Liaise and collaborate with relevant team members to achieve outcome claims.
- Actively market Communicare's Employment Services to business and industry in order to secure vacancy opportunities.
- Actively share relevant information to improve outcomes for jobseekers.
- Maintain close and collaborative network links with government and non-government agencies (e.g. Department of Human Services) in ways that build opportunities and enhance reputation.
- Contribute to the discussion and implementation of site and organisation marketing and performance strategies.
- Achieve Key Performance Indicators for the Employment Consultant role.
- Attend networking forums in the area serviced by Communicare to establish relationships with local businesses and raise the profile of Communicare in the community.
- Promote and provide relevant information to employers that build opportunities for employment for jobseekers.
- Monitor job seeker work performance and provide ongoing support through post placement support stage.
- Develop strategies with employers that will ensure sustainable employment outcomes.
- Provide advice and support to assist the effective management of Employment Services.

<ul style="list-style-type: none"> • Supports the building of a learning culture which enables improvement in service provision. • Facilitate group learning activities as directed. • Identify and participate in correcting issues that may adversely affect site performance.
Administration <ul style="list-style-type: none"> • Maintain appropriate and relevant job seeker information and case management notes with acknowledgement of privacy and confidentiality requirements in line with jobactive. • Provide post placement and ongoing support to maintain a professional and effective relationship with jobseekers and the employers. • Assist with the verification of all claim criteria, including details relevant to the lodgement of claims and requirements as determined by DoE. • Report and provide feedback to the Manager Employment Services/Coordinator Employment Services regarding operations and/or issues that impact on the site and the placement of jobseekers. • Attend and contribute to meetings, briefings, conferences and information sessions to understand and discuss matters relating to performance and jobseeker employment. • Update and expand knowledge through internal learning and development sessions (e.g. DoE online training – learning centre). • Participate in staff performance reviews and development programs.
Compliance <ul style="list-style-type: none"> • Comply with relevant legislation, contracts, policies and procedures. Meet funding body objectives within overarching guidelines. • Acknowledge and understand DoE contractual obligations through daily review of the Employment & Community Services Network (ECSN) website.
Other <ul style="list-style-type: none"> • Other duties as directed by Manager Employment Services, Regional Manager Employment Services and Director Employment Services.

Communicare Competencies	
The Employment Consultant will be expected to demonstrate the following competencies in how they perform their role:	
Competency	Expected Behaviours
Achieves Results	Maintains a focus on attaining targets and meeting deadlines and shows persistence in the achievement of objectives.
Communicates and collaborates with others	Communicates relevant information to all stakeholders effectively and respectfully. Listens and actively engages them. Shares knowledge and information.
Builds sustainable relationships	Listens and understands internal and external stakeholders' needs and proactively addresses them. Relates to people at all levels of the organisation through relationships based on trust, professionalism and respect
Deals with ambiguity and complexity	Maintains a calm controlled and positive attitude when responding to a range of situations.
Accountable for	Constantly delivers in accordance with commitments on time and as promised to a high standard.

Inspires a sense of purpose and direction	Makes clear and rational decisions that deliver optimal outcomes whilst taking into account all available information.
Thinking strategically	Understands, analyses and responds to a situation by stepping back and taking into account the overall context.

Selection Criteria	
Required Education/Licences/Certificates	
<ul style="list-style-type: none"> • Appropriate qualifications (e.g. Bachelor's Degree or Cert IV in Employment Services/Cert IV in Career Development) or related discipline. • Unrestricted drivers' licence • Satisfactory police clearance (not older than 6 months from the issue date) 	
Relevant skills, experience and knowledge	
<ul style="list-style-type: none"> • Ability to work within a compliance framework. • Experience in delivering a quality service to people in a complex human service environment. • Achieve results in an individual and team KPI-driven environment. • Proven conflict resolution skills and an ability to diffuse potential situation. • Demonstrated ability to be an effective member of a team. • Experience in case management and ability to apply case management principles to practice. • Excellent client engagement skills and ability to motivate to achieve goals. • Understanding of person centred approaches. • Ability to network, partner and maintain work relationships with external stakeholders. • Ability to reverse market job seekers to employers. • Administration skills including but not limited to report writing, program development and maintaining client files. • Demonstrated understanding and appreciation of cultural differences and diversity. • Resilience, self-motivation and ability to influence. • Competitive approach, drive to exceed personal and professional goals. • Excellent written and verbal communication skills (negotiation, sales, marketing skills) and demonstrated interpersonal skills. • Demonstrate excellent time management, administrative and IT skills. • Knowledge of Employment Services operations and DoE IT System. (Desirable) • An understanding of how you can maintain Job Seekers' continued engagement and participation throughout the duration of their activities to achieve sustainable outcomes. (Desirable) • Wide knowledge of Employment industry and experience in industry types relevant to jobactive organisations. (Desirable) 	

Agreement to this Position Description:

Employee Name: _____

Employee Signature: _____

Manager/HR Signature: _____

Date: ____ / ____ / ____

Date: ____ / ____ / ____