



Supporting Mental Health & Wellbeing

Position Description Employment Coordinator

Flourish Australia, Supporting Mental Health & Wellbeing

Position Details

Position Title:	Employment Coordinator
Position Level:	Level 4
Award (equivalent):	Social, Community, Home Care and Disability Services Industry Award 2010
Employment Type:	Full-time or Part-time
Hours of Work:	According to employment contract

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia's vision is to enable full participation within a diverse and inclusive community.

Mission

Working together for optimal mental health and wellbeing.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Position Summary

An Employment Coordinator is expected to provide Disability Employment Services (DES) specific support to local sites where Flourish Australia has DES contracts. The Employment Coordinator will be responsible for ensuring that jobseeker intake, initial appointments and interviews are carried out at all sites in accordance with the DES program Guidelines. It is also their job to support local site teams in assessing all referred jobseekers according to their skills, desires regarding employment and barriers to employment needing to be addressed. The Employment Coordinator is required to meet the performance targets set by the DES Program Manager and in relationship with Cluster Managers and Site managers.

Relationships and Authority

Reports to:	DES Program Manager with input of local Cluster Manager
Direct reports:	Nil
External:	As per site requirement
Relates to:	Site Managers, Employer Engagement Officer and Compliance & Claims Team

Employment Coordinators at this level operate under general direction in functions that require the application of skills and knowledge appropriate to the work practices. Generally, guidelines and work procedures are established as part of the DES service. Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the disability employment sector.

Organisational Accountabilities

As an Employment Coordinator with Flourish Australia, you agree to:

- Abide by all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Administer rosters and timesheets.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key Tasks and Responsibilities

In the course of performing your role as an Employment Coordinator, you will be responsible for (but not limited to):

- Interpreting all performance targets set by the DES Program Manager and Cluster Manager and assist sites in achieving these by working as part of the Mental Health team. While undertaking operational duties related to DES, the Employment Coordinator will act as an expert resource to local Mental Health teams providing support to existing local staff in delivery of the DES program.
- Ensure all jobseekers at nominated sites meet the compliance framework determined by the Department through the DES guidelines and DES deed.
- To understand and consult the Flourish Australia DES Operational guidelines and ensure that policies and procedures are followed
- Complete all required DES training modules and provide evidence of this as required
- Engage local businesses and employers to source and create job vacancies for Flourish Australia's jobseekers
- Provide support, mentoring and other assistance ensuring the sustainability of jobseeker employment placements and to track all placements effectively to maximise Employment Outcomes
- Work with local site teams in assisting jobseekers to overcome both vocational and non-vocational barriers to employment.

Performance Indicators

An Employment Coordinator will know they have been successful in their role when they meet the following performance indicators:

- Efficient and effectively assist in the development of 100 commenced jobseekers at all times in the ESAs assigned.
- Consistent achievement of individual and team intake, placement, outcome and marketing targets, as set by the DES Program Manager depending on operational requirements.

Required Skills and Personal Attributes

To be successful in this role, Employment Coordinators are required to:

- Be proficient with technology and have a workable knowledge of databases.
- Work independently, and as part of a team.
- Be able to think laterally and contribute to a significant degree at high-level meetings.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems.
- Apply sound working knowledge of recovery-oriented practice.
- Be adaptable and be able to wear 'different hats'.

- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- Be people focused and work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Effectively organise and plan your workday.

Key Selection Criteria

“Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate.”

1. Direct or related experience within the Disability Employment Service (DES) Industry.
2. Strong communication skills, excellent interpersonal organisational skills.
3. Proof of customer service experience with demonstrable facilitation, presentation, mentoring and training skills.
4. Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
5. A carer role or having a lived experience will be an advantage.
6. Current Australian Driver’s Licence.
7. Working With Children Check identification number.
8. Appointments will be subject to satisfactory Australian residency and National Criminal Record checks.

Qualifications and Experience

As an Employment Coordinator, you will have experience in the Commonwealth-funded employment services, preferably in Disability Employment Services, Job Active or similar programs. Qualifications in training and assessment, employment services, or related fields are preferred. Knowledge of the challenges and barriers for people in the workplace who live with mental health issues will be highly regarded.

Agreement

I, _____, have read and understand my obligations as an Employment Coordinator with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia’s policies and procedures.

Staff Member

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.