

POSITION DESCRIPTION

POSITION TITLE:	EMPLOYMENT CONSULTANT - DES		
COMPANY DIVISION:	genU	UNIT	MatchWorks
OFFICE LOCATION:	Varied		
REPORTS TO:	Site Manager		
OTHER PROFESSIONAL RELATIONSHIPS:	<p>Employment Consultants</p> <ul style="list-style-type: none"> • Management • Business Development Consultants • Claims Officer/Administration and reception staff • Occupational Therapist • Other MatchWorks/genU staff • Jobseekers • Employers • Centrelink • DSS <p>Other agencies including Registered Training Organisations, allied health professionals and social service providers</p>		
CLASSIFICATION & CONDITIONS:	genU Employment Services Enterprise Agreement 2020-2023		
STATUS:	Approved – April 2021		

THE COMPANY

MatchWorks has over 900 staff committed to achieving outcomes for job seekers from over 200 locations across Australia. We understand the challenges but we embrace the opportunities to make getting people into work an important step in supporting them to realise their dreams.

Our diverse team comes from a range of backgrounds and we look for people who have the energy and life experience to look beyond the resume and connect with employers to build sustainable outcomes.

MatchWorks is part of genU, short for 'Generation You', a respected community organisation that's been 60 years in the making. As a not for profit we are committed to building our local communities and making everyone's lives happier and healthier, especially people with disabilities, the ageing and those experiencing disadvantage.

Vision: To build inclusive communities

Mission: Create and deliver innovative services that empower people, in the communities we serve, to reach their full potential.

GENU VALUES

VALUE	BEHAVIOURS
Welcoming	You're part of our family
Respectful	We will treat you the way we would want to be treated
Integrity	Earning your trust by always adhering to our values
Courageous	We bravely drive innovation and advocacy to assist you to live the life you choose
Excellence	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

The genU values have been articulated to advise employees about the sorts of behaviours expected of them in the workplace.

PURPOSES OF THE POSITION

To assist our jobseekers in accessing open employment opportunities. Creating a mutual environment, where you can assess the needs of our jobseekers and establish their employment goals. Actively engaging with our jobseekers to identify and address barriers to employment by providing a broad range of service assistance measures in order to gain and maintain sustainable open employment opportunities.

SUMMARY OF POSITION RESPONSIBILITIES

Job Seeker Services

- Engaging with our job seekers to facilitate their chosen journey to employment.
- Developing and maintaining relationships key stakeholders as part of managing the referral & intake process of jobseekers into their chosen program with MatchWorks.
- Assessment of jobseeker skills, abilities, identification of barriers and intervention strategies
- In Consultation with our jobseekers, develop and maintain work preparation strategies, job seeking strategies, tailored interventions (including other service providers) and employment support activities.
- Provide pre-employment assistance through vocational counselling, training, job search skills, and work trials/work experience to increase capacity for employment
- Continually survey the local job market in order to locate suitable employment opportunities, pursuing tailored employment opportunities directly with employers on behalf of our jobseekers.
- Support jobseekers in the workplace to maintain ongoing employment through effective job coaching.
- Maintain regular face to face contact with Jobseekers in line with their agreed individual objectives.

Communication

- High level of verbal, written and listening communication skills are required including interviewing, assessment and planning skills
- Conduct all job seeker, employer and network interactions with high level of customer service
- Liaise with other operational staff and local employers to monitor jobseeker activities and opportunities
- Liaise closely with other service providers including Training Institutions in order to maintain knowledge of and influence activities available to jobseekers
- Participate in relevant industry conferences and training

Documentation & Compliance

- Completion of documentation is required as per DSS contracts and/or MatchWorks work procedures and quality and compliance standards.
- Record and maintain detailed case records and progress reporting in accordance with DSS guidelines and MatchWorks policies and procedures
- Documentation must be accurate, up-to-date and submitted in a timely manner
- Provide a service which meets the Disability Service Standards and other associated Quality systems

General

- Educate employers, co-workers and local business community of people with disability, injury, medical condition to break down employment barriers and community stigmas.
- Supportive, flexible and willing to meet and adjust to management and changing business needs.
- The ability to work in a flexible manner in order to meet changing business and operational needs
- The ability to manage a challenging workload through prioritisation and effective time management.
- Display high level of personal integrity and professionalism when representing MatchWorks.

Other duties as directed by manager or supervisor.

The position is directly responsible to for key accountabilities and the achievement of Key Performance Indicators

KEY RESULT AREAS

- Managing the customer experience for our job seekers.
- Contributes to the achievement of program KPIs, star ratings and individual role objectives
- Achieves job seeker employment retention rates for 4,13,26 and 52-week outcomes as prescribed by manager
- Ensures effective communication with job seekers, employers, colleagues and other industry stakeholders at all times
- Complies with internal and external contracts, guidelines and other requirements – including genU and MatchWorks internal Policies, Procedures and Work Instructions and DSS contract provisions
- Follow genU staff code of conduct at all times
- Upholds MatchWorks values at all times

OH&S RESPONSIBILITIES

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

KNOWLEDGE, SKILLS AND EXPERIENCE

SELECTION CRITERIA

Qualifications:

Essential:

- Satisfactory completion of Police Check
- Proven ability to manage the customer experience for our job seekers.
- Ability to maintain effective relationships with peers and relevant agencies/key stakeholders for the purpose of gaining and maintaining sustainable employment opportunities for our jobseekers.
- Highly developed interpersonal skills
- Demonstrated high level professionalism, compliance and attention to detail
- High level of oral and written communication skills
- Ability to manage time and workloads effectively to business priorities in a challenging environment
- Proficiency in using Microsoft Office software programs

Desirable:

- Demonstrated ability to operate in a flexible customer service environment.
- Experience or understanding of the disability field and barriers to employment experienced by people with disabilities, injury and health conditions
- Accredited qualification in allied health, counselling, psychology or similar
- Proven experience in injury case management
- Previous experience in employment services
- A current Drivers' licence

CULTURAL FIT

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce.

genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.