

POSITION DESCRIPTION

POSITION TITLE:	EMPLOYMENT CONSULTANT		
COMPANY DIVISION:	Employment Services	UNIT:	jobactive
OFFICE LOCATION:	Varied		
REPORTS TO:	Site Manager		
OTHER PROFESSIONAL RELATIONSHIPS:	<ul style="list-style-type: none"> • Employment Support Officers • Employment Solutions Team • Customer Service Officers • Work for the Dole Services Team • Administration • Business Systems support team • Other genU and MatchWorks Staff External Liaisons <ul style="list-style-type: none"> • Department of Human Services • Jobseekers • Employers • Other Employment Service Providers 		
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.

PURPOSE OF THE POSITION

Providing support and guidance to jobseekers to attain suitable, meaningful employment opportunities that lead to sustainable employment outcomes.

SUMMARY OF POSITION RESPONSIBILITIES

Job Seeker Services:

- Conduct initial assessments of jobseekers to determine relevant servicing requirements and supports.
- Deliver case management services to clients in accordance with jobactive
- Establishment of supportive relationships with jobseekers to promote engagement with services and compliance with their obligations
- Assistance and support to clients to attain suitable employment opportunities and identification of key gaps in the local labour market
- Identification and promotion of employability skills and job match to suitable vacancies
- Reverse Marketing of client to potential employment opportunities and lead generation through self-driven marketing and working closely with the Employer Solutions Team
- Linking jobseekers with training providers/opportunities delivering courses with line of site employment as outlined in jobactive
- Utilisation of the HUB to develop jobseeker employability skills.
- Provision of post placement support interventions for jobseekers who obtain employment for six months.
- Ability to comply with non-engagement requirements and deliver expectations to jobseekers to ensure clients are educated on NAR processes and outcomes.

Documentation and Compliance:

- Adequate and timely documentation of jobseeker contact
- Adequate and timely documentation of Employer Contact (Reverse Marketing)
- Completion of Job Plans with each individual jobseeker in accordance with jobactive requirements
- Completion of supported evidence required to lodge employment outcome claims
- Completion of relevant administrative tasks in the servicing jobseekers in accordance with jobactive deed and guidelines, utilising internal and departmental databases

Communication:

- High level of verbal, written and listening communication skills required to assess, establish rapport, and provide relevant supports to empower and motivate clients to return to employment
- Ability to provide appropriate communication to jobseekers to diffuse any situations as needed.
- Assess and provide relevant support and case management to jobseekers and external parties.
- Cold calling to employers to market jobseekers and generate employment leads and opportunities
- Liaise with WFD to ensure jobseeker compliance is being met
- Liaise with engagement consultant to discuss jobseeker compliance requirements and potential follow-ups.

Contribution to Team and Continuous Improvement:

- Willingness to undertake further training for self-development
- Develop, engage in or maintain links with associated and relevant support agencies and non-vocational assistance to ensure continuity of care and support is provided to each jobseeker
- Participate in meetings, policy and organisational development activities as required

General:

- Display high level of personal integrity and professionalism when representing genU
- Other duties as directed by manager or supervisor
- High level of time management to meet documentation/compliance

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

KEY RESULT AREAS

- Engagement of clients to services meets departmental requirements.
- Services provided to clients lead to sustainable employment placements and outcomes as prescribed by management
- Retention of employment placements to achieve 4, 12 and 26 week outcome milestone periods.
- Complies with Non-Engagement requirements and follow up using NAR processes.
- *Relevant processes are evident in the servicing and follow up of each jobseeker using internal and external databases.*
- *Documentation is in line with requirements of jobactive and readily available as evidence.*
- *Knowledge of jobactive servicing requirements and guidelines is demonstrated in client servicing.*
- *Effective professional communication processes are evidenced with servicing of jobseekers and dealing with other stakeholders including employers, colleagues, industry contacts*
- *Effective relationships established to ensure continuous improvement and sharing of ideas is evident.*
- *Attendances to training and meetings if identified.*
- *Internal use of CIR system is evident for continuous improvement*
- *Follow genU Code of Conduct at all times*
- *Adhere to genU 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

Essential:

EXPERIENCE and/or SPECIALIST KNOWLEDGE:

- Proven ability to build rapport and maintain effective relationships with clients, peers and relevant agencies
- Highly developed interpersonal skills and resilience to conflicting situations
- Demonstrated high level professionalism, attention to detail and compliance focussed
- Ability to interpret contractual guidelines and apply as appropriate
- Ability to work within stringent KPI's and driven to exceed targets
- Proven ability to manage time and workloads effectively to business priorities in a challenging environment
- Sound computer literacy and data management skills

Desirable:

- Qualifications in Employment Services, Career Counselling, Mental Health or Social Sciences would be advantageous
- Solid experience in Employment Services and an understanding of strategies to address barriers to employment
- Knowledge of contemporary recruitment practices and procedures

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.

INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION			
	Frequency Required		
	Often	Sometimes	Rarely
Bending		X	
Computer based tasks	X		
Driving			X
Kneeling			X
Lifting			X
Sitting	X		
Standing		X	
Walking		X	