

POSITION DESCRIPTION

POSITION TITLE:	POST PLACEMENT SUPPORT CONSULTANT		
COMPANY DIVISION:	genU	UNIT:	MatchWorks
OFFICE LOCATION:	Various		
REPORTS TO:	Site Manager		
OTHER PROFESSIONAL RELATIONSHIPS:	Internal <ul style="list-style-type: none"> • Employment Consultant • Customer Services Officers • Site Manager • Employer Support Officers • Administration Staff • Employer Solutions Consultants • Business Systems Team • Work for the Dole Services Team • Other Karingal / MatchWorks staff External <ul style="list-style-type: none"> • Department of Human Services • Department of Employment • Employers • Jobseekers • Local Community Networks • Local Support Service Networks 		
CLASSIFICATION & CONDITIONS:	genU Employment Services Enterprise Agreement 2020-2023		
STATUS:	Updated March 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 provide specialised individual support and intervention to jobseekers who have attained employment that will lead to sustainable employment outcomes.

SUMMARY OF POSITION RESPONSIBILITIES:

Job Seeker Services

- Establish relationships with jobseekers and their respective employers, providing supports to maximise retention through the entire outcome period
- Maintain appropriate contact with jobseeker to ensure employment remains on-going and sustainable
- Identify interventions with jobseekers in instances of employment being at risk
- Engage with employers in order to either identify interventions or put in place actions to ensure client remains employed via onsite and remote communication
- Provide appropriate mechanisms of support to ensure engagement doesn't interfere with employment
- Develop risk framework for individual jobseekers highlighted by EC's as being High risk.

Documentation and Compliance

- Adequate and timely documentation of Jobseeker contact made in the internal database
- Documented jobseeker interventions and communications with Employment Consultant or HUB facilitator
- Ensuring that internal databases are kept up to date and reflective of outcome tracking for each jobseeker
- Collection and submission of outcome evidence for lodgement in accordance with jobactive contract

Communication

- High level of verbal, written and listening communication skills required to assess and provide relevant support to jobseekers and external parties.
- Ability to build rapport and effective relationships with a range of audiences
- Use of relevant communication tools to ensure open communication between staff at various site locations.
- Liaise with employment consultant and employer servicing team to ensure that appropriate support and interventions are implemented to maintain on-going sustainable employment.
- Provide feedback to employer services teams in relation to potential vacancies with employers identified during PPS discussions with employers.
- Participate in Site and Employment Region meetings to discuss jobseeker servicing and opportunities

Contribution to Team and Continuous Improvement

- Willingness to undertake further training for self-development
- Ability to work effectively with Employment Consultants, Employer Servicing Team and Job Hub facilitators to achieve employment goals collectively
- 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
- Utilisation of internal and external supports for training development

General

- Display high level of personal integrity and professionalism when representing Karingal
- Outstanding organisational and time management skills
- Other duties as directed by manager or supervisor

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

- **KEY RESULT AREAS**

- Engagement of Post Placement Support for each client is reflective of individual needs and meets departmental minimum requirements
- Retention of jobseekers in employment to reach 4, 12 and 26 week milestone periods.
- Evidence of on-site workplace visits and interventions to secure on-going employment opportunities for jobseekers
- Documentation (specified templates) are used, readily available and in line with requirements
- Demonstrated evidence of PPS provided in time intervals as per directed from site management.
- Utilisation of internal reporting systems is reflective and up to date at all times.
- Claims submissions are accurate and as per departmental guidelines and meet the organisations internal claims system approval rates.
- 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.
- Identified use of provider portal and learning centre facilities
- Follow Karingal Code of Conduct at all times
- Follow MatchWorks Values at all times
- Demonstrate the ability to complete all role requirements in the time periods required.

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

- Proven ability to build rapport and maintain effective relationships with jobseekers, peers and relevant agencies
- Highly developed interpersonal skills and resilience to conflicting situations
- High level negotiation skills and the ability to think on feet in high pressure situations
- Demonstrated high level professionalism, attention to detail and compliance focussed
- 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
- Knowledge of support services available to jobseekers to ensure support and assistance maintains employment
- Demonstrated ability to work autonomously in varied locations as required, included office based & onsite workplace visits

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.