

POSITION DESCRIPTION

POSITION TITLE:	EMPLOYER SOLUTIONS CONSULTANT		
COMPANY DIVISION:	genU	UNIT:	MatchWorks
OFFICE LOCATION:	***		
REPORTS TO:	Site Manager		
OTHER PROFESSIONAL RELATIONSHIPS:	<ul style="list-style-type: none"> • Employment Consultant • Employment Support Officers • Employment Solutions Consultants • Work for the Dole Services Team • Administration • Business Systems Support Team • Other genU/ MatchWorks staff <p>External Liaisons</p> <ul style="list-style-type: none"> • Department of Human Services • Employers • Job Seekers • Local Council • 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.

PURPOSES OF THE POSITION

To build relationships with jobseekers and employers in order to gain and maintain meaningful and sustainable employment outcomes. To generate and foster new relationships with identified employers and provide a fast and efficient wrap around service to employers for their recruitment needs.

SUMMARY OF POSITION RESPONSIBILITIES

Employer Services:

- Reverse Marketing (face to face) of identified engaged job ready jobseekers to provide employment opportunities. This will be targeted and result in either job match or job creation.
- Identify employer led demand potential relationships and foster this with the assistance of the NERM.
- Identification and attendance to localised networking opportunities to generates employment opportunities for jobseekers
- Provide support and advice, to employers, on training and ongoing employment support provided from MatchWorks including departmental wage subsidies and incentives
- Account management to current MatchWorks Employers.
- Management of vacancies attained from employers including; vacancy assessment, advertising, pre-screening and referring of suitable candidates.
- Provide employer with 6 months Post Placement Support
- Attend and engage in community based networking opportunities that will generate business leads.(during and outside traditional business hours)

Documentation and Compliance:

- Adequate and timely documentation of Jobseeker and employer engagement made
- Adequate use of ESS system in verification of employment attained
- Completion of departmental wage subsidy documentation
- Attainment of appropriate claims evidence for lodgement of departmental outcomes.

Communication:

- High level of verbal, written and listening communication skills required to assess and provide relevant support to jobseekers and external parties.
- High volume of 2-way communication with the Job Placement Specialist to ensure that the Employer Services Team KPIs are achieved collectively
- Building relationship with Small, Medium and Large employers promoting MatchWorks services and generate employment vacancy leads
- Use of relevant communication tools to ensure open communication between staff at various sites
- Liaise with Employment Consultant, PPS consultant and / or Hub Facilitator to ensure that appropriate support and interventions are provided to maintain on-going sustainable employment for clients
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
- 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
- Continually survey local job market to location suitable employment opportunities for jobseekers

General

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

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

KEY RESULT AREAS

- 48 hour wrap around service provided to employer to meet the needs of vacancies lodged.
- Sustainable employment placements attained through direct reverse marketing that lead to 26 week outcome as per management set KPIs
- Identified projects collaborated with local employers that result in sustainable employment outcomes.
- Evidence of relationship building with new employers leading to 26 week outcome opportunities.
- Attendance to networking opportunities meet set quarterly KPIs
- Documentation is in line with requirements and available as evidence
- Claims are processed at milestone periods within a 7 day window of availability.
- Effective professional communication processes are evidenced with servicing of jobseekers and dealing with other stakeholders including
- Employers, colleagues, industry contacts.
- Collaboration with Job Match Consultant is evident in meeting dual placement KPI requirements.
- 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
- Follow 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

Essential:

EXPERIENCE and/or SPECIALIST KNOWLEDGE:

- Proven ability to build rapport and maintain effective relationships with clients, peers and relevant agencies
- Ability to assess labour market demand and supply and build strategies to address this
- Highly developed interpersonal and negotiation skills
- 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 demonstrated experience in exceeding targets
- Proven ability to manage time and workloads effectively to business priorities in a challenging environment
- Sound computer literacy and data management skills

- Satisfactory completion of Police Check/s
- Current Drivers Licence

Desirable:

- Qualifications in Employment Services or Marketing 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.