

POSITION DESCRIPTION

POSITION TITLE:	POST PLACEMENT SUPPORT AND ONGOING SUPPORT CONSULTANT		
COMPANY DIVISION:	genU	UNIT:	MatchWorks
OFFICE LOCATION:	***		
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 • Other genU / MatchWorks staff External <ul style="list-style-type: none"> • Department of Human Services • Department of Employment • Employers • Participants • 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 Participants who have attained employment that will lead to sustainable employment outcomes.

SUMMARY OF POSITION RESPONSIBILITIES:

Job seeker services

- Build strong relationships with clients, employers and other associated key stake holders.
- Establish a rapport with clients in order to identify, assess and address needs.
- Develop and maintain tailored employment pathway plans in conjunction with job seekers which identify specific employment outcomes, work strategies, tailored interventions (including other service providers), ongoing employment support activities and employment independence goal strategies.
- Continually survey the local job market in order to identify suitable and alternative employment opportunities, use networks of workers in PPS and OGS to garner opportunities for other job seekers.
- Achieve job placements (repeat business) and sustainable employment outcomes.
- Support clients in the workplace to maintain ongoing employment through effective PPS, focussing on those clients in ongoing support, with intent to transition to Independent workers.
- Involvement in Supported Wage and Ongoing Support assessments.
- Support colleagues by assisting to provide pre-employment and/or post-employment assistance through vocational counselling, training, job search skills, and work trials/work experience to increase capacity for employment or retention of employment.
- As and where required, pick up an EC caseload of job seeking clients

Documentation and Compliance

- Provide necessary support levels (in line with worker needs) and congruent with funding levels (as per Department guidelines)
- Accurately document support provided, especially in the PPS phase to ensure transition to OGS as needed
- Monitor all claims for payment (including the collection and maintenance of appropriate documentary evidence), and action all flexible ongoing support claims at site level
- Completion of documentation as per DES 2018 Agreement and/or MatchWorks work procedures and quality and compliance standards.
- Record and maintain detailed case records and progress reports in accordance with Department 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 and compliance requirements (including genU quality systems, The Departments Code of Conduct and Service Guarantee).

Communication

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

Contribution to Team and Continuous Improvement

- Willingness to undertake further training for self-development.
- Display professionalism in all internal and external communications and transactions.
- Attend regular site meetings and regional Employment Consultant seminars.
- Develop, engage and/or maintain links with associated and relevant support agencies, mental health providers and other key stakeholders involved parties (such as family members, educators, and social workers etc.) to ensure continuity of care for the job seeker.
- Participate in meetings, policy and organisational development activities as required.
- Flexibility to adapt to changing business needs and contractual variations.

General

- Educate employers, co-workers and the local business community about people with disabilities, injuries and/or medical conditions to break down employment barriers and community stigmas.
- 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 Karingal.
- 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

- Engagement of Post Placement Support & Ongoing Support for each client is reflective of individual needs.
- Retention of Participants in employment to reach 4, 13, 26 and 52 week milestone periods.
- Evidence of on-site workplace visits and interventions to secure on-going employment opportunities for Participants.
- Documentation (specified templates) are used, readily available and in line with requirements
- Demonstrated evidence of PPS and Ongoing Support 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 department guidelines and meet the organisations internal claims system approval rates.
- Effective professional communication processes are evidenced with servicing of Participants and dealing with other stakeholders including employers, colleagues, industry contacts
- Effective relationships established to ensure continuous improvement and sharing of ideas is evident.
- Follow genU 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 Participants, 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 Participants 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.