

POSITION DESCRIPTION

EMPLOYMENT CONSULTANT - DES

Site Location:	TBA
Reporting Line:	Site Manager
Classification:	genU Employment Services Enterprise Agreement 2020-2023

The genU way

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making. Our mission is to enable each person we support to live the life they choose.

OUR VALUES



Community based and profit-for-purpose, MatchWorks is one of Australia's biggest employment services providers. We are also part of the genU family, and we proudly reinvest our profits back into the communities we work within to help people lead their best lives.

At MatchWorks, we believe everyone deserves the opportunity to work. That is why, every year, we help thousands of people from all backgrounds, ages, and abilities to find sustainable employment. We know what job seekers need to take the next step and we are across the kinds of things employers want in their people. Most importantly, we bring the two together in a professional and positive way.

Our talent is diverse, with more than 1000 staff across 230 locations coming from over 150 countries and speaking more than 100 different languages. Working for MatchWorks is more than a job, it's a career. When working for us, our people benefit from the following –

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- Connections with new people who inspire, mentor and lead
- Development of skills and experience whilst sharing abilities and knowledges with others
- Development and Promotion opportunities
- Opportunities to build existing and new qualifications through annual planning and performance management planning

For more information on the brilliant work we do at MatchWorks, please visit

www.matchworks.com.au.

Position Purpose	To assist our job seekers in accessing open employment opportunities. Creating a mutual environment, where you can assess the needs of our job seekers and establish their employment goals. Actively engaging with our job seekers 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.
Key Responsibilities	<p>Job Seeker Services</p> <ul style="list-style-type: none"> • 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 job seekers into their chosen program with MatchWorks. • Assessment of job seeker skills, abilities, identification of barriers and intervention strategies • In consultation with our job seekers, 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 job seekers. • Support job seekers in the workplace to maintain ongoing employment through effective job coaching. • Maintain regular face to face contact with job seekers in line with their agreed individual objectives. <p>Communication</p> <ul style="list-style-type: none"> • 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

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	<ul style="list-style-type: none"> • Liaise with other operational staff and local employers to monitor job seeker activities and opportunities • Liaise closely with other service providers including Training Institutions in order to maintain knowledge of and influence activities available to job seeker • Participate in relevant industry conferences and training <p>Documentation and Compliance</p> <ul style="list-style-type: none"> • 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 <p>General</p> <ul style="list-style-type: none"> • 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. <p>Other duties as directed by manager or supervisor.</p> <p>OH&S Responsibilities</p> <p>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.</p>
<p>Key Selection Criteria</p>	<p>Essential:</p> <ul style="list-style-type: none"> • 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 job seekers. • Highly developed interpersonal skills

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	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<p>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 and incorporate these values and behaviours.</p> <p>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.</p>
General Information:	<p>Employment terms and conditions are provided according to relevant award/agreement.</p> <p>This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role.</p> <p>It is not intended to be an exhaustive list of all responsibilities, duties and skills required. genU reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.</p> <p>genU recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life and family needs.</p>