

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>BUSINESS DEVELOPMENT CONSULTANT - DES</b>		
<b>COMPANY DIVISION:</b>	<b>genU</b>	<b>UNIT:</b>	<b>Matchworks</b>
<b>OFFICE LOCATION:</b>	Varied		
<b>REPORTS TO:</b>	<b>Site Manager</b>		
<b>OTHER PROFESSIONAL RELATIONSHIPS:</b>	Business Development Consultant <ul style="list-style-type: none"> <li>• Employment Consultants/job coaches</li> <li>• Health and Wellbeing Services</li> <li>• Management</li> <li>• Claims Officer/Administration and reception staff</li> <li>• Other MatchWorks/genU staff</li> <li>• Job seekers</li> <li>• Employers</li> <li>• Job Capacity Assessors</li> <li>• Other agencies including Registered Training Organisations, allied health professionals and social service providers</li> </ul>		
<b>CLASSIFICATION &amp; CONDITIONS:</b>	Employment Services and Administration EBA		
<b>STATUS:</b>	Full time		

### 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
<b>Welcoming</b>	You're part of our family
<b>Respectful</b>	We will treat you the way we would want to be treated
<b>Integrity</b>	Earning your trust by always adhering to our values
<b>Courageous</b>	We bravely drive innovation and advocacy to assist you to live the life you choose
<b>Excellence</b>	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 job seekers, employers and community stakeholders in order to gain and maintain meaningful and sustainable employment opportunities for people with disability, illness or injury.

#### SUMMARY OF POSITION RESPONSIBILITIES

##### Job seeker and Employer Services

Working closely with Employment Consultants/Job Coaches:

- Developing and maintaining the relationships with referrers and associated key stakeholders as part of managing the referral & intake process of jobseekers into their chosen program with MatchWorks.
- Assist the jobseeker with pre-employment skill development, independent job search, work trials and development of resume appropriate to various employment fields
- Educate employers around the benefits and requirements of employing people with and injury, disability or medical condition: vocational rehabilitation, vocational counselling, education and skill development
- Coordination of employment related training and ongoing on/off job support
- Use of appropriate tools and servicing strategies in assisting jobseekers to gain and maintain sustainable employment opportunities.
- To build relationships with our job seekers and employers in order to obtain and maintain suitable ongoing employment.
- Support job seekers in the workplace to maintain ongoing employment through effective Job Coaching.
- Assist Employment Consultants and clients with pre- employment strategies to assist in their preparation for employment.
- Continually survey the local job market in order to locate suitable employment opportunities relevant to the individual client's skills and abilities.
- Develop and action effective strategies to effectively canvass and reverse market job seekers to employers for suitable job opportunities in line with individual needs.

- Achieve employment placement and outcomes relevant to individual objectives.

### **Communication**

- 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
- Liaise with other operational staff and local employers to monitor jobseeker activities and opportunities
- Liaise closely with other service providers including Training Institutions in order to maintain knowledge of and influence activities available to jobseekers
- Participate in relevant industry conferences and training

### **Documentation & Compliance**

- 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

### **General**

- Work closely with Employment Consultants and other relevant staff members.
- 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.

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

- Managing the customer experience for our job seekers and employers.
- Evidence of tailored employment opportunities created with employers to meet the abilities of our job seekers, as directed by management.
- Contributes to the achievement of program KPIs, star ratings and individual role objectives
- Achieves job seeker employment retention rates for 4,13,26 and 52-week outcomes as prescribed by manager
- Ensures effective communication with job seekers, employers, colleagues and other industry stakeholders at all times
- Complies with internal and external contracts, guidelines and other requirements – including genU and MatchWorks internal Policies, Procedures and Work Instructions and DSS contract provisions
- Follow genU staff code of conduct 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

##### Qualifications:

##### Essential:

- Satisfactory completion of Police Check
- Current drivers licence.
- Experience and proven aptitude for reverse marketing, cold calling and rapport building with external customers
- Proficiency in using Microsoft Office software programs
- Proven ability to build and maintain effective relationships with clients, peers, employers and relevant other key stakeholders towards gaining and maintaining sustainable employment opportunities.
- High level of oral and written communication skills
- Demonstrated high level professionalism, compliance and attention to detail
- Ability to manage time and workloads effectively to meet targets and business priorities in a challenging environment

##### Desirable:

- Experience or understanding of the disability field and barriers to employment experienced by people with disabilities, injury and health conditions.

- Previous experience in employment services and/or injury case management
- Previous marketing, business development, account management role Previous experience in employment services

### **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
<b>Bending</b>			√
<b>Computer based tasks</b>	√		
<b>Driving</b>	√		
<b>Kneeling</b>			√
<b>Lifting</b>			√
<b>Sitting</b>	√		
<b>Standing</b>		√	
<b>Walking</b>		√	