

JOB TITLE:	Employment Consultant – Training and Placement Officer Grade 2	AWARD:	Labour Market Industry Award
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THE DISABILITY TRUST

VISION

Creating an inclusive world built on trust, respect and equality, where people with a disability live the life they choose.

MISSION

The Disability Trust partners with people and their communities to support life enhancing opportunities for everyone to live, work and belong in an inclusive world.

VALUES

Our commitment to inclusion and choice is built and sustained by:

- Respect and Equality
- Trust and Honesty
- Creativity and Innovation
- Adaptability and Flexibility
- Tenacity and Resilience
- Partnership and Collaboration

THE SCOPE AND PURPOSE OF THE JOB

The Trust's Disability Employment Services (DES) assist people with disability to find and sustain employment in the mainstream labour market. WorkAbility Employment is the trading name for DES services in Eurobodalla, Lower South Coast and Cooma-Monaro regions. Workskills is the trading name for DES services based in Illawarra, Shoalhaven, Sutherland-St George, Macarthur and Southern Highlands. DES is federally funded by the Department of Social Services (DSS)

The role involves working in partnership with The Disability Trust management, other employees and job seekers to provide high quality vocational services. The Employment Consultant will provide case management to a diverse caseload of job seekers with disability, injury or health condition to find and retain safe and sustainable employment. The Employment Consultant will typically assist job seekers with job search, job placement, post placement support and marketing the service and job seekers to prospective employers.

RESPONSIBILITIES AND DUTIES

OPERATIONAL

- Maintain a caseload as predetermined by the Manager.
- Assess and identify the job seeker's barriers to employment.
- Negotiate an individual Employment Pathway Plan (EPP) which details strategies to assist the job seeker to meet his/her employment goals and ensure the plan is regularly reviewed and modified as appropriate.
- Maintain up-to-date job seeker records which are in accordance with The Disability Trust policies and procedures and the requirements of the Funding Body Deed.
- Maintain participant confidentiality in accordance with The Disability Trust policies and procedures.

- Ensure participant training needs are identified, incorporated into the Individual Plan and support provided to maximise completion.
- Liaise with employers to organise appropriate work experience for job seekers and provide necessary support when required.
- Identify appropriate employment opportunities for participants through negotiations with employers and through other interventions in the labour market.
- Develop flexible training programs for job seekers in order to enhance their skills in areas including resume writing, interview skills, job search and employer expectations.
- Provide on-the-job training and post placement support to participants according to the individual needs of participants and the respective employers.
- Provide a range of interpersonal services including advice and support to enable job seekers to overcome barriers to employment. Advocate on behalf of job seekers where necessary.

SERVICE DEVELOPMENT AND REVIEW

- Establish and maintain contacts with local business and relevant agencies providing training and support to job seekers.
- When required, represent the organisation at forums and network meetings.
- Actively contribute to a team environment through participation in regular staff meetings, training days, planning processes and policy reviews.
- Assist in the development, implementation and evaluation of continuous improvement.
- When required, participate in The Disability Trust marketing strategies to obtain employment opportunities for job seekers within the program.
- Act in accordance with the policies and procedures of The Disability Trust.

TEAM

- Actively contribute to a team environment through participation in regular staff meetings and planning processes and provide support and back up to other groups when required.
- Participate in the annual performance development process to identify ongoing training and development opportunities.

WORK HEALTH AND SAFETY

- Participate in employee consultation processes around The Disability Trust's Work Health and Safety Policy and relevant specific work practices.
- Undertake compulsory induction, WHS training and refreshers.
- Ensure all WHS instructions and Safe Working Procedures are followed including:
 - Comply with policy and training to ensure correct manual handling
 - Do not undertake any lifting against directions
 - Other safe working procedures as required
- Ensure workstation is set up correctly including screen height, position of chair and phone location.
- Be vigilant in monitoring individual work practices and report any concerns with respect to health and safety immediately to The Disability Trust.
- Report all hazards to supervisor promptly on appropriate form.
- Report all injuries promptly.
- Carry out all duties with diligence and due care for personal safety and the safety of others.

- Ensure safe usage of The Disability Trust's vehicles when required to drive.

INFORMATION TECHNOLOGY

- Utilise computer systems and software programs to ensure effective service delivery, communication and storage of information.

CORPORATE RESPONSIBILITIES

- Complete all compulsory training and submit all background checks to Human Resources before commencement of active shifts including updates as required.
- Display a commitment to the Mission, Vision and Values of The Disability Trust.
- Have a commitment to team work and contribute to the team and organisational performance.
- Ensure The Disability Trust Code of Conduct is adhered to at all times.
- Comply with all policies, procedures and work practices at all times.
- Ensure The National Standards for Disability Services are adhered to at all times.

CRITERIA

ESSENTIAL

- Have attained or working towards a relevant certificate IV (or Certificate III with 2 years relevant experience) within 12 months.
- Experience in the case management of people with disability or disadvantage and/or experience working with people with disability in other relevant contexts.
- Capacity to plan, coordinate and evaluate activities in relation to individual employment and/or training programs.
- Capacity to exercise substantial independent judgment within a framework of general supervision.
- Ability to work productively as a member of a team and contribute to team success.
- Ability to be outcome focused and achieve performance targets negotiated with management.
- High level of written and verbal communication skills.
- Sound computer literacy and data management skills.
- Valid Australian Driver's Licence.
- A cleared Working with Children Check (WWCC).
- Working with Vulnerable People Card (ACT).
- Current National Criminal History Check (cleared within the last 12 months).

DESIRABLE

- Experience working within Employment Services and demonstrated ability to address barriers to employment.
- Established employer networks within the local labour market.
- A sound knowledge of services and programs available from Government organisations and disability service providers.

PERSONAL QUALITIES

- Being adaptable to changing circumstances and being able to prioritise work
- A positive "can-do" attitude
- Participant focused
- High standard of personal integrity

- Ability to collaborate with others to achieve common goals.

PHYSICAL CRITERIA

- Standing for long periods of time
- Ability to reach overhead
- Ability to reach below knee height
- Ability to reach forward
- Sitting for long periods
- Lifting up to 5kg-10kg
- Frequent bending at knees and/or hips

KEY PERFORMANCE INDICATORS

OPERATIONAL

- The individual needs of a caseload is met with consideration given to barriers to employment.
- Participant records are maintained and kept confidential always.
- Individual Employment Plans are current and relevant
- Appropriate work experience and paid employment is sourced for participants through direct contact with a wide range of employers.
- Job seekers are upskilled in all areas needed to prepare for employment.
- Provide thorough training on workplace practices and procedures onsite, upon commencement of employment, based on a combination of participant and employer needs.
- Provide advice, support and advocacy from commencement of program delivery through to post placement support.

SERVICE DEVELOPMENT AND REVIEW

- New training and agency contacts are sourced and new professional networks are continuously built up to provide a well-rounded range of training and support to participants.
- Representation is prepared for at forums and network meetings.
- A collaborative approach is used when participating as part of a team.
- A proactive approach is taken in marketing The Disability Trust and seeking out new opportunities.

TEAM

- Team meetings are activity attended and support is provided to rest of team as required.
- Annual performance development is completed.

WORK HEALTH AND SAFETY

- All WHS instructions and procedures are followed.
- A defined satisfactory outcome from an annual WHS audit of systems is obtained.
- It can be demonstrated that all employees have appropriate qualifications/ experience/ skills for the tasks they are undertaking.
- Supervision and support to follow safe practices is available to employees.

INFORMATION TECHNOLOGY

- Effectively performs all necessary tasks using internal and external electronic systems and software.