

Job Profile



Position Title: Employment Consultant

Award: Labour Market Assistance Industry (LMAI) Award

Classification: Employment Services Officer Grade 2 (ESOG2)

Portfolio: Work

Reports to: Site Manager

Employee:

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

Approved / Authorised by: State Operations Manager

Employee Signature: _____ **Date:** _____

Job Focus

Manage the end to end process of a caseload of jobseekers of varied Streams to achieve compliant 26-week employment outcomes.

KRA 1 – Operations

KRA 1.1 – Service Delivery

- Actively engage with both employers and jobseekers to secure sustainable employment outcomes.
- Reverse market jobseekers to employers to achieve sustainable employment outcomes.
- Assess job seekers' barriers to employment.
- Provide individual case management support and facilitate jobseeker development tailored to overcome their barriers to employment.
- At each intervention ensure timely referral to:
 - Employment opportunities
 - Vocational training
 - Work for the Dole Activities
 - Non-vocational programs.
- Support the implementation and development of and refer job seekers to initiatives addressing key cohorts; including but not limited to employment strategies for youth, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse (CALD) communities etc.
- Record the results of each intervention in SYC and applicable third-party software systems.
- Negotiate employment opportunities on behalf of jobseekers by utilising wage subsidies and all other available initiatives to support and sustain long term employment.

- Provide thorough Post Placement Support to employers and jobseekers placed in employment by maintaining the prescribed contact regime to maximise employment outcomes.
- In conjunction with other site employees, secure new placements to overcome falloffs.
- Ensure all requisite employment documentation is provided to the Claims Administrator within the required timeframe.
- Develop and maintain professional knowledge of and provide advice on areas including but not necessarily limited to the Employment Services Contract, the local labour market, local support services and vocational training programs.
- Approach all duties with a sense of urgency.

KRA 1.2 – Organisation Responsibilities

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisations beliefs and values including a relentless belief in people and their potential, rewarding courage, creating trust and working together.
- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

KRA 2 – Compliance

- Always operate, comply and behave in a manner consistent with both the letter and the intent of:
 - SYC's policies and procedures, including but not limited to:
 - Code of Conduct;
 - Privacy Policy
 - Keeping Children and Young People Safe Policy;
 - Acceptable Use of Technology Facilities Procedure; and
 - Social Media Policy.
 - all relevant quality systems as amended from time to time; and
 - all relevant contracts, agreements, standards, legislation and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
 - conducive to the acceptance and implementation of workplace diversity;
 - free from discrimination and harassment; and
 - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills or other characteristics.
- Support workplace gender equality by treating both men and women equally and fairly across all levels of the organisation.

KRA 3 – Safety

Employee Responsibilities:

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

Competency Profile



Qualifications and Experience

- Proven experience in a successful result driven team is desirable.
- Proven experience in a sales and/or customer contact role is desirable.
- Previous experience in the Employment Services Industry is desirable.

Skills and Knowledge

Able to effectively demonstrate the following skills:

- Work effectively as a member of a team to deliver quality services and collaboratively achieve client outcomes.
- Time management and organisation skills, able to plan and achieve outcomes and to successfully meet deadlines and KPIs.
- Communication:
 - Written and verbal communication skills, including the ability to write timely and accurate email communications, case notes and reports;
 - Able to confidently and effectively cold canvass employers and reverse market jobseekers;
 - Able to build and maintain positive working relationships with internal and external stakeholders.
- Conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions to problems.
- Computer literacy with exposure to Office365.

Able to demonstrate knowledge and understanding of:

- Government Employment Services.

Key Attributes

- Demonstrates honesty, integrity and a high level of confidentiality.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.

Special Requirements / Conditions:

- To hold and maintain the applicable state clearance to work with children is an essential requirement for this role and continued employment with SYC.
- Prepared to work from, or be located at, any SYC site is required.