

Job Profile



Position Title: ParentsNext Support Officer
Award: Labour Market Assistance Industry (LMAI) Award
Classification: Employment Services Officer Grade 2 (ESOG2)
Portfolio: Work
Reports to: ParentsNext Team Leader
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

Establish individualised employment and training pathways for parents at risk of welfare dependency including utilising external service providers, employers and RTO's to increase parents work readiness.

KRA 1 – Operations

KRA 1.1 – Service Delivery

- Actively engage with relevant stakeholders to promote ParentsNext services to potential participants to maximise direct registrations.
- Negotiate and formulate individualised Participation Plans with each participant by aligning selected activities and services to the Participation Plan and utilising RTO's, employers and local community groups where required.
- Ensure that the Participation Plan complies with the general requirements as detailed in the Deed.
- Update Participation Plans as required in a timely manner.
- Utilise the Work Star Assessment tool to identify participants' interests, goals and skills for job/career options and to overcome barriers.
- Endeavour to achieve positive intervention of parents with compulsory participation requirements.
- Provide effective case management support to Participants and promote development opportunities tailored to overcome their barriers to employment and training.
- At each intervention ensure timely consideration of:
 - Employment and job search opportunities;
 - Vocational training;

- Non-vocational programs.
- Record timely and accurate data to evidence each intervention in SYC and applicable third-party software systems.
 - Appointments must be entered into IT systems by close of business on the day of the scheduled appointment.
- Develop and maintain professional knowledge of the ParentsNext Deed, 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.

Qualifications and Experience

- Proven experience in a successful result driven team is highly 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.
- A positive and solutions-focused attitude.

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.
- Possession of a current and valid driver's licence and willingness to drive is preferred.