

<b>Role Title:</b>	Stream A Engagement Officer
<b>Business Unit:</b>	Employment Services
<b>Role Location:</b>	All Locations
<b>Role Reports To:</b>	Business Analyst
<b>Direct Reports:</b>	Nil
<b>Award Classification:</b>	Training & Placement Officer

*Joblink Plus employees show understanding and empathy for people from culturally diverse and disadvantaged backgrounds.*

### Purpose of the Role:

1. To manage “Stream A” Jobseekers primarily through telephone contact to ensure support for progression to employment whilst ensuring Contractual requirements are met.

### Role Duties and Responsibilities:

1. Build a rapport with “Stream A” Jobseekers through regular telephone contact.
2. Engage with jobseekers and follow up on any identified activities such as interviews, placements, outcomes or job claims.
3. Schedule and conduct regular Stream A appointments via phone in 15 minute intervals.
4. Identify any placements and conduct PPS if required.
5. Document all placements in ESS Web and complete all placement notifications and administrative requirements within a timely manner.
6. Refer Jobseekers to current and relevant employment opportunities.

### General Accountabilities:

1. Demonstrate the Joblink Plus Vision, Mission and Values.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Demonstrate empathy for people from diverse and disadvantaged backgrounds.
4. Minimise the company’s exposure to risk.
5. Ensure consistent delivery of the highest level of customer service.
6. Deliver agreed outcomes, on time and in accordance with best practice principles.
7. Develop an organisation environment that values and rewards integrity, trust and innovation.
8. Promote and implement the principles and practices of Equal Employment Opportunity (EEO) and Workplace Health & Safety (WH&S).
9. Promote and implement the principles of personal accountability with relation to discrimination in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions.

10. Apply continuous improvement principles and practices to all aspects of operation.
11. Maintain confidentiality in all Joblink Plus operations.
12. Develop and maintain solid working relationships with your Business Manager, team and stakeholders.
13. Conduct all relevant administrative functions in a timely and accurate manner.
14. Perform other duties as directed (within the skill range of the employee).
15. Work and build relationships across all aspects of the organisation

### Essential Competencies

Skills	Written and verbal communication with the ability to build rapport and sustain working relationships Contractual compliance monitoring Time management, able to multitask and meet strict deadlines Research & analysis Problem solving & logical thinking Sound judgement & decision making Excellent attention to detail Process focused Administration, reporting, computer applications, MS Office Suite		
Behavioural	Resilience Empathy Integrity Initiative	Teamwork Autonomy Driven Leadership	Organised Professional Innovative Adaptable & Flexible
Knowledge	Government contracts and guidelines, specifically Employment and Disability Services and other related program contracts Internal auditing as applied to government contract compliance Privacy and confidentiality principles		
Experience	Working towards KPIs and/or targets		
Licences	Current Australian Class C drivers licence Employment and/or Disability Employment services		

### Desirable Attributes

Qualifications	Tertiary qualifications in Employment or Community Services
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### Positional Reporting Line



**Acknowledgement:**

I acknowledge that I have read and discussed this Role Overview and understand my duties and responsibilities.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date