

<b>Role Title:</b>	Job Placement Consultant - DES
<b>Business Unit:</b>	Disability Employment Services (DES)
<b>Role Location:</b>	All Locations
<b>Role Reports To:</b>	Business Manager
<b>Award Classification:</b>	Training and Placement Officer Grade 2

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

### Purpose of the Role:

1. To provide ongoing support to clients with disabilities, addressing their barriers to employment and empowering and assisting them to achieve identified goals and gain sustainable employment.

### Role Duties and Responsibilities:

1. Support and work with DES participants to develop personalised plans, set long and short term goals and identify and arrange specialised assistance as appropriate.
2. Mentor, motivate and empower DES participants to build on strengths, develop goals and set objectives to achieve these.
3. Build referral options with regional support services to identify appropriate products and services.
4. Assist in the development and delivery of marketing strategies and campaigns.
5. Keep abreast of local and regional labour market trends and employment and training opportunities.
6. Assess and source job ready participants and assist the transition to sustainable employment.
7. Maintain reverse marketing, post-placement and ongoing support activities.
8. Develop appropriate reporting for clients and Managers as required.
9. Monitor and report on client participation in specified programs and activities.
10. Establish and develop effective relationships with the community and relevant local services and stakeholders to increase awareness of Joblink Plus Services.
11. Represent Joblink Plus at relevant community events, local forums, meetings and discussions with key stakeholders, community groups and government across the service region.
12. Raise awareness and create partnerships for direct registration 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. Maintain confidentiality in all Joblink Plus operations.
  11. Conduct all relevant administrative functions in a timely and accurate manner.
  12. Develop and maintain solid working relationships with your Manager, team and stakeholders.
  13. Perform other duties as directed (within the skill range of the employee).
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## Essential Competencies

<b>Skills</b>	<p>Written and verbal communication, able to build rapport and sustain working relationships</p> <p>Time management, able to multitask and meet strict deadlines</p> <p>Able to assist, support and empower clients</p> <p>Problem solving &amp; logical thinking</p> <p>Sound judgement &amp; decision making</p> <p>Administration, reporting, computer applications, MS Office Suite</p>															
<b>Behavioural</b>	<table border="0"> <tr> <td>Resilience</td> <td>Leadership</td> <td>Professional</td> </tr> <tr> <td>Empathy</td> <td>Teamwork</td> <td>Innovative</td> </tr> <tr> <td>Integrity</td> <td>Autonomy</td> <td>Adaptable</td> </tr> <tr> <td>Flexibility</td> <td>Driven</td> <td>Honest</td> </tr> <tr> <td>Initiative</td> <td>Organised</td> <td>Trustworthy</td> </tr> </table>	Resilience	Leadership	Professional	Empathy	Teamwork	Innovative	Integrity	Autonomy	Adaptable	Flexibility	Driven	Honest	Initiative	Organised	Trustworthy
Resilience	Leadership	Professional														
Empathy	Teamwork	Innovative														
Integrity	Autonomy	Adaptable														
Flexibility	Driven	Honest														
Initiative	Organised	Trustworthy														
<b>Knowledge</b>	<p>Barriers affecting people with a disability</p> <p>Local labour market, community support networks &amp; health services relevant to disabilities</p> <p>Privacy and confidentiality principles</p>															
<b>Qualifications</b>	Certificate III in Disability															
<b>Experience</b>	<p>Disability employment services</p> <p>Meet set KPIs and/or targets</p>															
<b>Licences</b>	Current Australian Class C drivers licence															

## Desirable Attributes

<b>Qualifications</b>	Certificate IV in Disability, Employment Services or Community Services
<b>Experience</b>	Employment services

**Organisational Structure**



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**Acknowledgement:**

I acknowledge that I have read and discussed this role overview and understand my duties and responsibilities.

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**Name**

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**Signature**

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**Date**