

Role Title:	Regional Site Support
Business Unit:	Employment Services
Role Location:	All Locations
Role Reports To:	Senior Regional Manager
Direct Reports:	Nil
Award Classification:	Training & Placement Officer Grade 2

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

Purpose of this Role:

1. To travel to sites where required in order to assist and support site operations and projects as directed by the Executive Regional Manager.

Role Duties and Responsibilities:

1. Assist to drive site placement and outcomes to target.
2. Market and promote Joblink Plus services and clients to employers and industry.
3. Develop and foster employer/industry relationships to establish placement opportunities and achieve client employment outcomes.
4. Assist with recruitment activities associated with positions vacant lodgement, client referral, reverse marketing, placement and post placement support.
5. Provide timely and accurate reports as required.
6. Maintain a solid working knowledge of Joblink Plus systems and processes.
7. Effectively work with jobseekers to achieve identified goals.
8. Support and work with jobseekers to develop personalised plans, set long and short term goals and identify and arrange specialised assistance as appropriate.
9. Mentor, motivate and enable jobseekers to build on strengths, develop goals and set objectives to achieve these.
10. Coordinate and monitor jobseeker participation in identified activities within the various programs to ensure assistance towards achieving identified goals.
11. Develop reports for jobseekers and Manager as required.
12. Access jobseeker funding and complete and maintain all relevant documentation.
13. Complete all contractual claim requirements to ensure quality organisational outcomes.
14. Monitor and maintain contact, on and/or off site, to support job seekers and employers, managing any issues or challenges to solution.
15. Conduct face to face off site employer engagement activities to build and maintain employer and industry relationships to assist in achieving jobseeker outcomes.
16. Network with organisations and industry to identify and initiate Work for the Dole opportunities and activity requirements, and undertake on-site risk assessments and work inductions.

17. Monitor and maintain contact and support with jobseekers, supervisors and hosts, mediating and placing jobseekers in alternative activities as required.
18. Identify and liaise with regional support services to build referral options for jobseekers that require assistance with non-vocational barriers to employment.
19. Identify products and services that support placements and outcomes.

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 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).

Essential Competencies

Skills	<p>Written and verbal communication, able to build rapport and sustain working relationships</p> <p>Business development & networking capability</p> <p>Leadership, able to coach, mentor & motivate others</p> <p>Time management, able to multitask and meet strict deadlines</p> <p>Ability to assist others to support and empower clients</p> <p>Research & analysis</p> <p>Problem solving & logical thinking</p> <p>Sound judgement, confident & informed decision making</p> <p>Marketing capability, able to develop marketing strategies, activities, tools and resources</p> <p>Administration, reporting, computer applications, MS Office Suite</p>												
Behavioural	<table border="0"> <tr> <td>Resilience</td> <td>Leadership</td> <td>Organised</td> </tr> <tr> <td>Integrity</td> <td>Teamwork</td> <td>Professional</td> </tr> <tr> <td>Initiative</td> <td>Autonomy</td> <td>Innovative</td> </tr> <tr> <td>Adaptable</td> <td>Driven</td> <td>Flexible</td> </tr> </table>	Resilience	Leadership	Organised	Integrity	Teamwork	Professional	Initiative	Autonomy	Innovative	Adaptable	Driven	Flexible
Resilience	Leadership	Organised											
Integrity	Teamwork	Professional											
Initiative	Autonomy	Innovative											
Adaptable	Driven	Flexible											
Knowledge	<p>Government contracts and guidelines, specifically Employment and Disability Services and other related program contracts</p> <p>Privacy & Confidentiality principles</p>												
Experience	<p>Employment services</p> <p>Working towards and driving KPIs and/or targets</p>												
Licences	<p>Current Australian Class C drivers licence</p>												
Additional	<p>Flexibility to travel and work from various locations</p>												

Desirable Attributes

Qualifications	<p>Employment Services</p> <p>Marketing or Communications</p>
Experience	<p>Sales or Marketing</p> <p>Employment Services</p>

Organisational Structure



Acknowledgement:

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

Name

Signature

Date