

Position Title: Consultant
Reference Number:
Position Location: All locations
Position Reports To: Consultant Team Leader and / or Site Manager / Manager

Position Control:

Date	Description
13/04/2010	Release date

As a Joblink Plus employee it is imperative that you demonstrate empathy for people from diverse and disadvantaged backgrounds.

Purpose of the business unit:

The Employment Services business unit of Joblink Plus undertakes core services for client's with an objective to achieve specific outcomes (which may range from sustainable employment to continuing education). This business unit utilises the full suite of programs and services to assist the client's, including:

- the identification of vocational and non-vocational barriers and plans to address these
- learning and skills gap analysis to identify training opportunities
- the development of personalised support plans to place the jobseeker in employment.
- building rapport, motivating and mentoring client to achieve specified goals / outcomes.

Purpose of the position:

This role exists to assist, support and case manage client's from various programs to overcome barriers and achieve specified outcomes.

Position Duties and Responsibilities:

1. Gain an appropriate working knowledge of Joblink Plus systems and processes so as to proactively complete your role.
2. Interview and assess client's skills, experience, situation and barriers to develop a personalised approach to achieve specified outcomes. Identify specialised assistance where appropriate.
3. For each client, develop a personal plan where short and long term goals are identified. Support, lead, mentor and motivate client's to build on strengths and to develop goals and set objectives and activities to achieve these.
4. Coordinate and monitor client's participation in identified programs to ensure that the client is assisted appropriately towards achieving specified outcomes.
5. Manage accurately and timely funding as per guidelines and complete and maintain all relevant documentation.
6. Develop timely, accurate and appropriate reporting for all client's at appropriate contract service stages.

7. Efficiently and effectively complete all contractual claims to ensure quality organisational outcomes.
8. Ensure accurate and timely data entry into organisational and agency systems. Manage the ongoing requirements of organisational and departmental systems.
9. Keep abreast of regional labour market trends and apply this knowledge to your day-to-day duties with jobseekers.
10. Identify regional support services and liaise with these services to build referral options for client's that require assistance with non-vocational barriers to employment.
11. Monitor and maintain post-placement support with job seekers. When issues or challenges arise, proactively manage these to solution.
12. Identify value-add product and services to support placements and other engagements to deliver client outcomes.
13. Gain an appropriate understanding of roles, functions, local business operations and business recruitment requirements to allow for appropriate jobseeker referral / placement.
14. Build and maintain relationships key stakeholders.
15. Promote Joblink Plus services and resources to key stakeholders.
16. Participate, consult and collaborate with your team to deliver client outcomes in a team-based approach.
17. Conduct your duties following Joblink Plus policies, procedures and guidelines.
18. Demonstrate your understanding of Joblink Plus Vision, Mission and Values by your actions and behaviour.
19. Complete other duties as identified and directed by your Manager.

Position has the following direct reports: None

Position delegation:

Decision Making – Appropriate client management, advice and support to clients, accurate client outcome management.

Financial – As per Joblink Plus policy and delegated authority

Position Key Relationships with Stakeholders:

Internal – Employment Services business unit, Quality & Contract Services business unit, All Joblink Plus employees

External – Client's, Employers, Centrelink, DEEWR, Job Services Australia Providers, Training Organisations, Suppliers, Support Services, Youth Organisations, School, Indigenous Organisations and others.

Position Competencies:

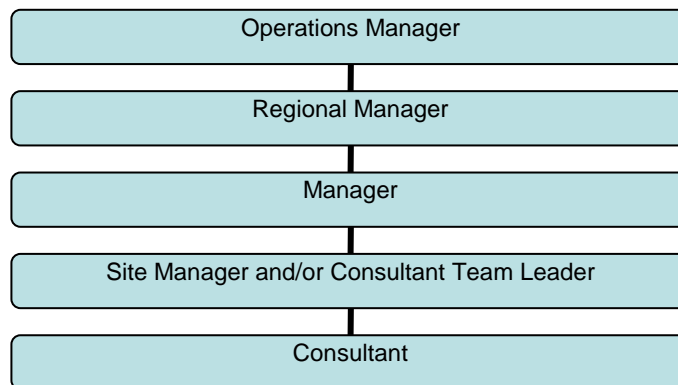
Essential –

- Motivated to genuinely assist our client base and have the ability to balance sympathy and empathy.
- Ability to effectively and efficiently build rapport and sustainable relationships with all stakeholders.
- Ability to sell and market a service.
- Knowledge of local education opportunities and curriculum.
- Demonstrated knowledge and understanding of issues affecting client’s engagement and participation in employment and / or education.
- Demonstrated excellent communication, interpersonal and presentation skills.
- Demonstrated sound judgement and decision making skills.
- Demonstrated time management skills to effectively prioritise and work to deadlines.
- Ability to multitask within a complex environment and remain focused on outcomes.
- Demonstrated ability to work independently as well as an effective team member.
- Demonstrated typing skills and proficiency with computers (including MS Suite)
- Ability to implement quality, low risk jobseeker solutions consignant of the work unit and business objectives.
- Demonstrated understanding of privacy principles

Desirable -

- Previous experience in employment services industry
- Previous case management experience
- Previous experience in youth counselling or youth education role.
- Previous experience with Indigenous Programs.

Organisational Structure



Acknowledgement:

I acknowledge that I have read and discussed this position description and understand my role, duties and responsibilities.

Employee Name

Signature

Dated

Position Selection Criteria for response:

1. Motivated to genuinely assist our client base and have the ability to balance sympathy and empathy.
2. Ability to interview and assess client's skills, experience, situation and barriers and proactively plan actions to address these and achieve applicable outcomes.
3. Ability to build relationships within the community to allow for appropriate client referrals and assistance.
4. Demonstrated excellent communication, interpersonal and presentation skills and an understanding of privacy principles.
5. Demonstrated sound judgement and decision making skills.
6. Demonstrated time management skills to effectively prioritise and work to deadlines.
7. Demonstrated ability to work independently as well as an effective team member.
8. Demonstrated keyboard skills and proficiency with computers (including MS Suite).