

Position Description

Placement Specialist

Position Title:	Placement Specialist
Business Unit:	Contracts, Claims and Compliance
Location:	Tamworth
Reports To:	Team Leader Quality and Claims
Direct Reports:	Nil
Parameters:	Award Permanent Full Time 38 hours per week
Date Prepared:	12 January 2021
Approved By:	Executive Leader Contracts, Claims and Compliance

Joblink Plus is a for purpose, not for profit organisation providing employment services and vocational training. Joblink Plus works directly with communities leading to employment opportunities with sustainable outcomes.

Our purpose is to believe in and support all people, connecting them to the dignity and fulfilment made possible through education and meaningful work.

Our principles help define the behaviours that characterise us, and include Connection, Support, Commitment, Knowledge, Belonging and Unity.

There is expectation that all those who engage with us will embrace our purpose and principles in their respective roles.

Purpose of the Position:

To ensure that all placements for any Government program that will result in an outcome are completed in the appropriate IT system to ensure accuracy and compliance within the guidelines.

Position Responsibilities and Duties:

1. Complete all contractual placement requirements to ensure quality organisational outcomes.
2. Ensure that all placements meet the contractual requirements according to the Deed and Guidelines
3. Liaise with Sites to complete required Agreements and other documents as required for the placement of jobseekers into Government approved programs, or to access Government funding.
4. Gather relevant evidence to support client outcome claims and submit to central claims team.
5. Make phone contact with employers to verify placement information.
6. Regularly liaise with internal Job Placement Consultants and Managers regarding jobseeker placements.
7. Gain knowledge of local business operations and their recruitment requirements to allow for jobseeker referrals.
8. Work from varied office locations as requested to support Joblink staff in understanding Placement and Claims requirements.

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9. Keep abreast of contractual changes and trends and apply this knowledge to daily duties and responsibilities.
10. Building employer relationships and participate in marketing activities.
11. Other duties as requested.

General Responsibilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Shared commitment to a positive pursuit of safety; driven by active involvement in identifying hazards and controlling risks, following WHS policies and procedures
4. Promote and implement the principles of personal accountability with relation to discrimination and harassment in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions

Organisational Environment

This role is based in the Tamworth Office but will be supporting the NENW and FWO footprint.

Essential Competencies, Qualifications and Experience

Skills & Knowledge	Written and verbal communication skills Ability to build rapport and sustain working relationships Business development, marketing and networking capability Time management and able to multitask and meet strict deadlines Accuracy and attention to detail Sound judgement, problem solving and logical thinking Administration, reporting, computer applications including MS Office Suite Knowledge of the local labour market Knowledge of Privacy and Confidentiality principles Knowledge of services and other related program contracts
Experience	Previous Administration, Call Centre or Marketing experience
Qualifications	Current C class drivers' licence Satisfactory Australian Criminal History Check Current and valid NSW Working with Children Check
Personal Qualities & Behavioural Traits	Ability to collaborate with others; understands the behaviour, needs and concerns of others and uses this to work effectively with people across boundaries Builds collaborative relationships with internal and external clients and stakeholders Excellent communication skills; listens to others and conveys information clearly, accurately, logically and concisely To be reliable and have a commitment to fulfil the position

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	Ability to establish and maintain appropriate personal and professional boundaries Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure
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Desirable Competencies, Qualifications and Experience

Experience	Previous experience in Government Contracts and Guidelines, specifically Employment and Disability Services.
Qualifications	Qualifications in Business or Employment Services

Other Matters

- The Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and perform other accountabilities and responsibilities reasonably required to meet the demands of the role and the purpose of the position.
- As a member of the Joblink Plus team, all employees may be required to perform other duties within their capabilities from time to time to meet the needs of Joblink Plus.

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Organisational Structure



Acknowledgement:

I have reviewed and understand the content of the position description and believe it to be accurate of what I am employed to do.

I understand that Joblink Plus retains the right to change the position description as deemed necessary.

I will follow and adhere to my position description and the requirements of my position to the best of my ability.

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

Name

Signature

Date