

# Job Placement Consultant (JPC)

Position Description (R098)



<b>Role Title:</b>	Job Placement Consultant
<b>Business Unit:</b>	Employment Services
<b>Role Location:</b>	All Locations
<b>Role Reports To:</b>	Business Manager
<b>Direct Reports:</b>	Nil
<b>Award Classification:</b>	Training and Placement Officer Grade 2

*Joblink Plus is an equal employment opportunity employer (EEO) and applications are encouraged from candidates of culturally and linguistically diverse backgrounds and Indigenous Australians. Joblink Plus employees show understanding and empathy for people from culturally diverse and disadvantaged backgrounds.*

*The Joblink Plus purpose is to believe in and support all people, connecting them to the dignity and fulfillment made possible through education and meaningful work.*

## Purpose of the role:

To support and work with job seekers from various programs, addressing and building on identified strengths to progress towards securing and sustaining employment and achieving identified goals. Work collaboratively to achieve community engagement and employer engagement to build relationships to enable performance targets to be achieved. Undertake Post Placement Support activities with the job seekers who have achieved employment to actively participate in employment and sustain employment.

## Role Duties and Responsibilities:

1. Effectively work with job seekers to achieve identified goals.
2. Support and work with job seekers to develop personalised plans, set long and short term goals and identify and arrange specialised assistance as appropriate.
3. Mentor, motivate and enable job seekers to build on strengths, develop goals and set objectives to achieve these.
4. Coordinate and monitor job seeker participation in identified activities within the various programs to ensure assistance towards achieving identified goals.
5. Develop reports for job seekers and Manager as required.
6. Access job seeker funding and complete and maintain all relevant documentation.
7. Complete all contractual claim requirements to ensure quality organisational outcomes.
8. Monitor and maintain contact, on and/or off site, to support job seekers and employers, managing any issues or challenges to solution.
9. Conduct face to face off site employer engagement activities to build and maintain employer and industry relationships to assist in achieving job seeker outcomes.

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10. Complete off site sales and reverse marketing activities to promote and place job seekers in to employment.
11. 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.
12. Monitor and maintain contact and support with job seekers, supervisors and hosts, mediating and placing job seekers in alternative activities as required.
13. Research and monitor regional labour market trends, local business operations and education opportunities and apply this knowledge to your duties with job seekers.
14. Identify and liaise with regional support services to build referral options for job seekers that require assistance with non-vocational barriers to employment.
15. Identify products and services that support placements and outcomes.
16. Conduct post placement support.

### General Accountabilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Demonstrate empathy and adequate cultural competence when dealing with 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. To assist with the collation of all required evidence to support outcomes.
8. Develop an organisation environment that values and rewards integrity, trust and innovation.
9. Promote and implement the principles and practices of Equal Employment Opportunity (EEO) and Workplace Health & Safety (WH&S).
10. 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.
11. Apply continuous improvement principles and practices to all aspects of operation.
12. Maintain confidentiality in all Joblink Plus operations.
13. Develop and maintain solid working relationships with your Manager, team and stakeholders.
14. Work effectively as part of a larger team with the ability to work autonomously off site whilst marketing and liaising with employers and other stakeholders.
15. Conduct all relevant administrative functions in a timely and accurate manner.
16. Perform other duties as directed (within the skill range of the employee).

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## Essential Competencies

<b>Skills</b>	Written and verbal communication, able to build rapport and sustain working relationships Able to assist and support job seekers from a range of cultural and linguistic backgrounds Business development, marketing & networking capability Time management, able to multitask and meet strict deadlines Sound judgement, problem solving & logical thinking Administration, reporting, computer applications, MS Office Suite
<b>Behavioural</b>	Resilience                      Teamwork                      Professional Empathy                        Autonomy                      Innovative Integrity                        Driven                            Adaptable Initiative                       Organised
<b>Knowledge</b>	Barriers affecting job seekers Local labour market Privacy and confidentiality principles
<b>Experience</b>	Employment services Working towards KPIs and/or targets
<b>Licences</b>	Current Australian Class C drivers licence

## Desirable Attributes

<b>Qualifications</b>	Employment Services, community services, youth or social sciences
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## Organisational Structure



## Acknowledgement:

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

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Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date