

Youth Consultant

Position Description (R122)



Role Title:	Youth Consultant
Business Unit:	Youth Programmes
Role Location:	All Locations
Role Reports To:	Youth Programmes Manager
Direct Reports:	Nil
Award Classification:	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. Adhere to contractual requirements, set organisational key performance indicators and targets.
2. Support and work with clients to develop a Transition Plan, set long and short term employment goals and identify and arrange specialised assistance as appropriate.
3. Mentor and motivate clients to build on strengths, develop goals and set objectives to achieve these.
4. Build and maintain business and industry relationships in the community that specifically promote and support young people.
5. Identify opportunities to initiate youth focused activities that support participant re-engagement with education, training and employment.
6. Participate in the development and coordination of regional youth activities that connect and engage with at risk and disengaged youth.
7. Monitor and maintain contact, on and/or off site, to support clients and employers, managing any issues or challenges to solution.
8. Build relationships with local businesses and education providers to allow for appropriate participant referral / enrolment.

9. Conduct face to face off site employer engagement activities to build and maintain employer and industry relationships to assist in achieving training and employment outcomes.
10. Complete off site sales and reverse marketing activities to promote and place clients in to employment.
11. Develop timely, accurate and appropriate reporting as required.
12. Develop and maintain relationships with community and government organisations across the Joblink Plus footprint for the purpose of collaborative servicing of clients.
13. Engage with Indigenous mentors to support and assist clients in youth programs.

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

Skills	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
Behavioural	Resilience Teamwork Professional Empathy Autonomy Innovative Integrity Driven Adaptable Initiative Organised
Knowledge	Barriers affecting job seekers Local labour market Privacy and confidentiality principles
Experience	Employment services Working towards KPIs and/or targets
Licences	Current Australian Class C drivers licence

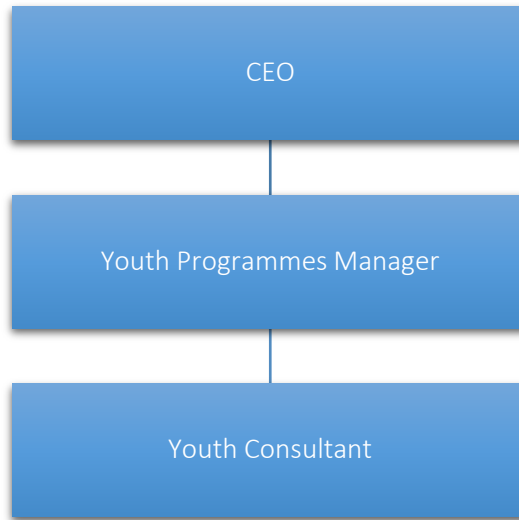
Desirable Attributes

Qualifications	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.

Name

Signature

Date