

Job Placement Team Leader

Position Description (R136)



Role Title:	Job Placement Team Leader
Business Unit:	Employment Services
Role Location:	All Locations
Role Reports To:	Senior Regional Manager
Direct Reports:	Nil
Award Classification:	Training and Placement Coordinator

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:

1. Support, and work with job seekers from various programs, addressing their barriers to employment and assisting them to achieve identified goals and gain sustainable employment.
2. Assist and support manger and team to successfully achieve identified outcomes.

Role Duties and Responsibilities:

1. Assist with the management of daily operations, promote excellence in site performance and be responsible for a caseload of jobseekers.
2. Oversee and participate in case management, assisting job seekers to achieve identified goals.
3. Support and work with job seekers to develop personalised plans, set long and short-term goals and identify and arrange specialised assistance as appropriate.
4. Mentor, and motivate job seekers to build on strengths, develop goals and set objectives to achieve these.
5. Coordinate with team to build referral options with support services to identify products and services.
6. Oversee reverse marketing and post-placement support activities.
7. Monitor completion of contractual claims ensuring that issues are managed to solution and quality organisational outcomes are achieved.
8. Ensure claims are on time for funding.
9. Develop appropriate reporting for job seekers and Manager as required.
10. Monitor and report on client participation in specified programs and activities.
11. Research and monitor regional labour market trends, local business operations and education opportunities.
12. Monitor work-load distribution, work assignments and duties within the team.
13. Lead, mentor and motivate team and provide solutions to challenges and issues as they arise.
14. Monitor team performance and assist the team to achieve identified outcomes.

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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. 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	Written and verbal communication, able to build rapport and sustain working relationships Leadership and management, able to coach and mentor others Business development, marketing & networking capability Able to assist, support and empower clients Time management, able to multitask and meet strict deadlines Problem solving & logical thinking Sound judgement & decision making Administration, reporting, computer applications, MS Office Suite		
Behavioural	Resilience Empathy Integrity Initiative	Leadership Teamwork Autonomy Driven	Organised Professional Innovative Adaptable
Knowledge	Barriers affecting job seekers Local labour market Privacy and confidentiality principles		
Experience	Employment Services Coaching and mentoring a small team Working towards KPIs and/or targets		

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Licences	Current Australian Class C drivers licence
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Desirable Attributes

Qualifications	Employment services, community services, youth or social sciences or wiliness to attain
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Organisational Structure



Acknowledgement:

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

Name

Signature

Date