

Position Description

Stream A Engagement Officer

Position Title:	Stream A Engagement Officer
Business Unit:	Employment Services
Location:	Lower Hunter
Reports To:	TBC
Direct Reports:	Nil
Parameters:	Award Permanent Full Time 38 Hours per Week
Date Prepared:	14 January 2021
Approved By:	Executive Leader People and Culture

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 manage the "Stream A" Jobseekers primarily through telephone contact to ensure support for progression to employment whilst ensuring contractual requirements are met.

Position Responsibilities and Duties:

1. Build a rapport with "Stream A" Jobseekers through regular telephone contact.
2. Engage with jobseekers and follow up on any identified activities such as interviews, placements, outcomes or job claims.
3. Identify any placements and conduct PPS if required.
4. Document all placements in ESS Web and complete all placement notifications and administrative requirements within a timely manner.
5. Refer Jobseekers to current and relevant employment opportunities.
6. Work towards the achievement of individual commitments and operational outcomes and targets
7. Liaise operational staff as required in the servicing of "Stream A" jobseekers
8. Provide timely and accurate reports as required
9. Undertake scheduled phone contact with "Stream A" jobseekers, monitoring changes in circumstances and reviewing activities for confirmation

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10. Regularly review Job Plans, referring to identified jobs and identifying employment opportunities “Stream A” jobseekers have undertaken in the previous month
11. Complete contractual requirements for “Stream A” jobseekers and enter records as required under contract
12. Communicate effectively sharing knowledge to ensure continual improvement
13. Demonstrate empathy for people from diverse and disadvantaged backgrounds

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 position will service the “Stream A” jobseekers within the Lower Hunter region.

Essential Competencies, Qualifications and Experience

Skills & Knowledge	Written and verbal communication, ability to build rapport and sustain working relationships Time management, ability to multi-task and meet strict deadlines Ability to assist, support and empower clients Sound judgement, problem solving and logical thinking Knowledge of local issues affecting jobseekers and of the local employment market Excellent attention to detail Process focussed
Experience	Experience in diffusing situations and conflict resolution Working experience in an environment with targets and operational commitments Contractual compliance monitoring
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

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	<p>Builds collaborative relationships with internal and external clients and stakeholders</p> <p>Excellent communication skills; listens to others and conveys information clearly, accurately, logically and concisely</p> <p>To be reliable and have a commitment to fulfil the position</p> <p>Ability to establish and maintain appropriate personal and professional boundaries</p> <p>Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure</p>
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Desirable Competencies, Qualifications and Experience

Skills and Knowledge	Government contracts and guidelines, specifically employment services and other related program contracts
Experience	Employment Services, Call Centre experience
Qualifications	Tertiary qualifications in employment or community services
Personal Qualities & Behavioural Traits	

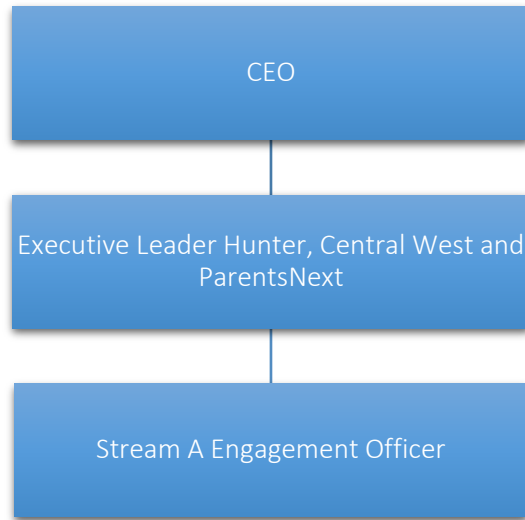
Other Matters

- 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