

Position Title:	Work for the Dole Supervisor
Business Unit:	Employment Services
Position Location:	All Locations
Position Reports To:	Business Manager/ Work for the Dole Manager
Direct Reports:	Nil
Award Classification:	Training and Placement Coordinator

Joblink Plus employees show understanding and empathy for people from culturally diverse and disadvantaged backgrounds.

Purpose of the position:

1. To coordinate, supervise and lead Work for the Dole program participants within Work for the Dole projects.

Position Duties and Responsibilities:

1. Organise and coordinate the daily work activities of participants.
2. Ensure clear and concise communication of activities.
3. Monitor, motivate and mentor participants to enhance their employability.
4. In consultation with Work for the Dole Consultants, coordinate materials for projects.
5. Ensure all safety conditions are met and compliant with WorkSafe and WHS Act.
6. Report immediately and activate all safety procedures in cases of emergency and/or incident/ injury.
7. Report attendance, issues and barriers of participants to the Work for the Dole Consultant and appropriate Consultant.
8. Build and maintain effective relationships with employers, councils, community groups and all others on activity sites.
9. Research and monitor regional labour market trends and local business operations and apply this knowledge to your duties with jobseekers.
10. Provide timely and accurate reports as required.

General Accountabilities:

1. Demonstrate the Joblink Plus Vision, Mission and Values.
2. Conduct duties in accordance with Joblink Plus policies, procedures and guidelines.
3. Demonstrate empathy for 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 (WHS).
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, able to supervise, coordinate, coach, mentor & motivate others Able to assist, support and empower jobseekers 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	Leadership	Organised
	Empathy	Teamwork	Professional
	Integrity	Autonomy	Innovative
	Initiative	Driven	Adaptable
Knowledge	Barriers affecting clients Local labour market, business operations and specific job functions Privacy and confidentiality principles		
Qualifications	Qualifications relevant to the individual Work for the Dole Projects such as trade qualifications		
Experience	Industry experience relevant to the individual Work for the Dole Projects		
Licences	Current Australian Class C drivers licence		

Desirable Attributes

Experience	Employment services
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Organisational Structure



Acknowledgement:

I acknowledge that I have read and discussed this Role Overview and understand my duties and responsibilities.

Name

Signature

Date