

# Community Activity Officer (CAO)

Position Description (R099)



<b>Role Title:</b>	Community Activity Officer
<b>Business Unit:</b>	Employment Services
<b>Role Location:</b>	All Locations
<b>Role Reports To:</b>	Executive Contract Manager – Employment Services, 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.*

## Purpose of the role:

Identify and initiate Work for the Dole opportunities and coordinate various Work for the Dole activities through industry, employer and community engagement. Manage Jobseekers placements into suitable Work for the Dole activities that compliment a job seekers Employment Plan and monitor their participation during the Work for the Dole phase ensuring lodgement of all contractual requirements are met.

## Role Duties and Responsibilities:

1. Network with organisations and industry to identify and initiate Work for the Dole opportunities.
2. Build and maintain business and industry relationships in the community.
3. In partnership with Work for the Dole hosts, assess and determine Work for the Dole activity requirements.
4. Coordinate and develop Work for the Dole activity logistics including schedules, resources, purchasing and budgets.
5. Oversee contractual compliance on all projects, completing site risk assessments and participant site inductions.
6. Schedule participant attendance and appropriate supervision for all Work for the Dole activities.
7. Oversee Work for the Dole Supervisor activities and assist with documentation as required.
8. Assess job seekers and refer them to appropriate Work for the Dole activities.
9. Monitor job seeker participation in Work for the Dole activities.
10. Monitor job seekers, supervisors and host working relationships, including mediating and placing job seekers in alternate activities as required.
11. Liaise with consultants to identify employment opportunities and other issues as they arise.

## General Accountabilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct your duties following 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.

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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

<b>Skills</b>	Written and verbal communication, able to build rapport and sustain working relationships Networking and stakeholder engagement Ability to identify and initiate Work for the Dole opportunities Time management, able to multitask and meet strict deadlines Able to assist, support and empower job seekers from a range of cultural and linguistic backgrounds Research & analysis 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 Meet set KPIs and/or targets		
<b>Licences</b>	Current Australian Class C drivers licence		
<b>Qualifications</b>	BSBWHS404 – Contribute to WHS hazard identification, risk assessment and risk control		

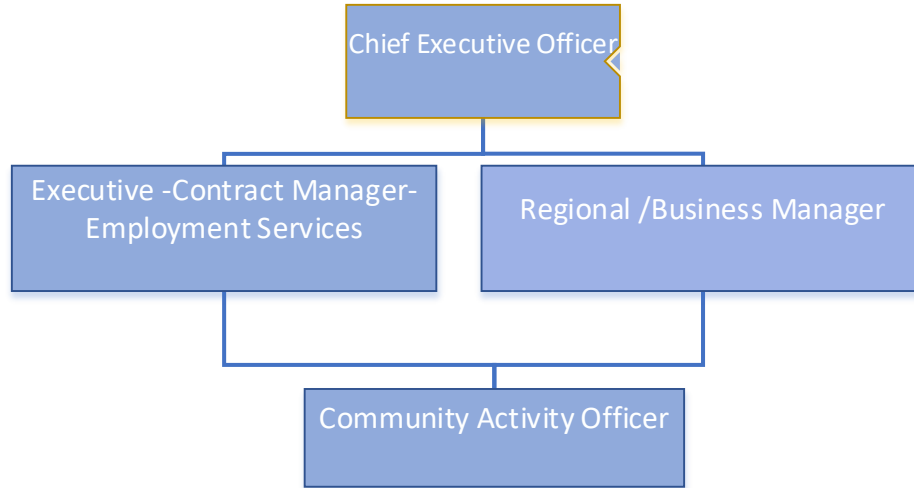
## Desirable Attributes

<b>Qualifications</b>	Employment services, community services, youth or social sciences WHS White Card Current First Aid
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## Organisational Structure



## Acknowledgement

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

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Name

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Signature

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Date