

ParentsNext Family Support Consultant



Role Overview (R107)

Role Title:	ParentsNext Family Support Consultant
Business Unit:	ParentsNext Services
Role Location:	Central West, Hunter and New England North West
Role Reports To:	ParentsNext Program and Contract 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.

Purpose of the role:

To support and work with participants from the ParentsNext Program in a child friendly environment, addressing and building on identified strengths to progress towards securing 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 and facilitate group sessions with the participants who are undertaking activities, education and employment.

Role Duties and Responsibilities:

1. Effectively work with participants to achieve identified goals.
2. Support and work with participants to develop personalised plans, set long and short-term goals and identify and arrange specialised assistance as appropriate.
3. Mentor, motivate and enable participants to build on strengths, develop goals and set objectives to achieve these.
4. Coordinate and monitor participant participation in identified activities within the various programs to ensure assistance towards achieving identified goals.
5. Develop reports for participants and Manager as required.
6. Access participant funding and complete and maintain all relevant documentation.
7. Complete all contractual claim requirements to ensure quality organisational outcomes.
8. Monitor and maintain contact, on and/or off-site, to support participants, support services, training organisations, other providers and employers, managing any issues or challenges to solution through collaboration.
9. Conduct face-to-face off-site employer engagement activities to build and maintain employer and industry relationships to assist in achieving participant outcomes.
10. Complete off-site sales and reverse marketing activities to promote and place participant into activity and employment.

11. Network with organisations and industry to identify and initiate volunteer opportunities and activity requirements, and undertake on-site risk assessments and work inductions.
12. Monitor and maintain contact and support with participants, supervisors and hosts, mediating and placing participants in alternative activities as required.
13. Research and monitor regional labour market trends, local business operations and education opportunities and apply this knowledge to your duties with participants.
14. Identify and liaise with regional support services to build referral options for participants that require assistance with non-vocational barriers to employment.
15. Identify products and services that support placements and outcomes.
16. Conduct post placement support.

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 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 organisational 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 and Safety (WHS).
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).

Essential Competencies

Skills	<p>Written and verbal communication, able to build rapport and sustain working relationships</p> <p>Able to assist and support participants from a range of cultural and linguistic backgrounds</p> <p>Business development, marketing and networking capability</p> <p>Time management, able to multitask and meet strict deadlines</p> <p>Sound judgement, problem solving and logical thinking</p> <p>Administration, reporting, computer applications, MS Office Suite</p>												
Behavioural	<table border="0"> <tr> <td>Resilience</td> <td>Teamwork</td> <td>Professional</td> </tr> <tr> <td>Empathy</td> <td>Autonomy</td> <td>Innovative</td> </tr> <tr> <td>Integrity</td> <td>Driven</td> <td>Adaptable</td> </tr> <tr> <td>Initiative</td> <td>Organised</td> <td></td> </tr> </table>	Resilience	Teamwork	Professional	Empathy	Autonomy	Innovative	Integrity	Driven	Adaptable	Initiative	Organised	
Resilience	Teamwork	Professional											
Empathy	Autonomy	Innovative											
Integrity	Driven	Adaptable											
Initiative	Organised												
Knowledge	<p>Barriers affecting participants</p> <p>Knowledge of local services, programs and labour market</p> <p>Privacy and confidentiality principles</p>												
Experience	<p>Working with parents and families</p> <p>Working towards KPI's and/or targets</p>												
Licences	<p>Current Australian Class C Drivers Licence</p> <p>Working With Children Check</p> <p>Fit2Work Police Check</p>												

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