

Position Description

Job Placement Consultant

Position Title:	Job Placement Consultant
Business Unit:	Employment Services
Location:	All Locations
Reports To:	Leader Employment Services
Direct Reports:	Nil
Parameters:	Award, Permanent Full Time, 38 Hours per Week
Date Prepared:	21 December 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 support and work with job seekers from various programs, addressing their barriers to employment and building on identified strengths to progress towards securing and sustaining employment and achieving identified goals. To work collaboratively to achieve community engagement and employer engagement to build relationships to enable performance targets to be achieved. To undertake post placement support activities with job seekers who have achieved employment.

Position Responsibilities and Duties:

1. Effectively work with job seekers to achieve identified goals.
2. Support and work with job seekers to develop personalised plans, set long- and short-term goals and identify and arrange specialised assistance as appropriate.
3. Mentor, motivate and enable job seekers to build on strengths, develop goals and set objectives to achieve.
4. Coordinate and monitor job seeker participation in identified activities with the various programs to ensure assistance towards achieving identified goals.
5. Develop reports for job seekers and leadership as required.
6. Access job seeker finding and complete and maintain all relevant documentation
7. Complete all contractual claim requirements to ensure quality organisational outcomes

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8. Assess local and regional market conditions, identify value-add products, services and business opportunities that support placements and outcomes.
9. Drive business development and employer/industry relationships to establish placement opportunities and achieve client employment outcomes.
10. Monitor and maintain contact, on and/or off site, to support job seekers and employers, managing any issues or challenges to solution
11. Conduct face to face off site employer engagement activities to build and maintain employer and industry relationships to assist in achieving job seeker outcomes.
12. Complete off site sales and reverse marketing activities to promote and place job seekers in to employment.
13. Network with organisations and industry to identify and initiate Work for the Dole opportunities and activity requirements and undertake on-site risk assessments and work inductions.
14. Monitor and maintain contact and support with job seekers, supervisors and hosts, mediating and placing job seekers in alternative activities as required.
15. Research and monitor regional labour market trends, local business operations and education opportunities and apply this knowledge to your duties with job seekers.
16. Identify and liaise with regional support services to build referral options for job seekers that require assistance with non-vocational barriers to employment.
17. Identify products and services that support placements and outcomes.
18. Conduct post placement support.
19. Maintain effective communication between staff and other business units.

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

Essential Competencies, Qualifications and Experience

Skills & Knowledge	Written and verbal communication skills The ability to build rapport and sustain working relationships Business development, marketing and networking capability Ability to assist, support and empower clients Time management, ability to multi task and meet strict deadlines Problem solving and logical thinking
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Job Placement Consultant

	Sound judgement and decision making Administration, reporting, computer applications, MS Office Suite Knowledge of barriers affecting job seekers and the local labour market Knowledge of privacy and confidentiality principles
Experience	Working towards targets
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 Builds collaborative relationships with internal and external clients and stakeholders Excellent communication skills; listens to others and conveys information clearly, accurately, logically and concisely To be reliable and have a commitment to fulfil the position Ability to establish and maintain appropriate personal and professional boundaries Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure

Desirable Competencies, Qualifications and Experience

Skills and Knowledge	
Experience	Prior experience in the Employment Services industry
Qualifications	Certificate or Diploma in Employment Services, Community Services, Youth or Social 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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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

Position Description

COMMUNITY ACTIVITY OFFICER



Position Title:	Community Activity Officer
Business Unit:	Employment Services
Location:	All Locations
Reports To:	Regional/Business Manager
Direct Reports:	Nil
Parameters:	Full Time Award
Date Prepared:	2 nd December 2020
Approved By:	Executive Leader Quality Contracts and Compliance

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.

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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:

Identify and initiate Work for the Dole opportunities and coordinate various community activities through industry, employer and community engagement. Manage Jobseekers placements into suitable community 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.

Position Responsibilities and Duties:

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. Assess jobseekers and refer them to appropriate Work for the Dole activities.
8. Monitor jobseeker participation in Work for the Dole activities.

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9. Monitor jobseekers, supervisors and host working relationships, including mediating and placing job seekers in alternate activities as required.
10. Liaise with consultants to identify employment opportunities and other issues as they arise.
11. Obtain and data enter evidence of WFD participation in line with contractual requirements.

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.
5. Demonstrate empathy for people from diverse and disadvantaged backgrounds.
6. Minimise the company's exposure to risk.
7. Ensure consistent delivery of the highest level of customer service.
8. Deliver agreed outcomes, on time and in accordance with best practice principles.
9. Develop an organisation environment that values and rewards integrity, trust and innovation.
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).

Organisational Environment

This position will require the incumbent to work closely with the Job Placement Consultants throughout the Region on Caseload engagement, community engagement, developing meaningful activities to increase employability skills whilst maintaining valued relationships.

Essential Competencies, Qualifications and Experience

Skills & Knowledge	<ul style="list-style-type: none">• 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 and support jobseekers to gain meaningful skills.• Sound judgement, problem solving & logical thinking
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	<ul style="list-style-type: none"> Administration, reporting, computer applications, MS Office Suite
Experience	<ul style="list-style-type: none"> The ability to network and build strong relationships Experience meeting commitments
Qualifications	<ul style="list-style-type: none"> Satisfactory Australian Criminal History Check Current and valid NSW Working with Children Check
Licences	<ul style="list-style-type: none"> Current C class drivers' licence
Personal Qualities & Behavioural Traits	<ul style="list-style-type: none"> Ability to collaborate with others; understands the behaviour, needs and concerns of others and uses this to work effectively with people across boundaries. Builds collaborative relationships with internal and external clients and stakeholders. Excellent communication and listening skills. Able to convey information clearly, accurately, logically and concisely. To be reliable and have a commitment to fulfil the position. Ability to establish and maintain appropriate personal and professional boundaries. Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure

Desirable Competencies, Qualifications and Experience

Skills and Knowledge	Project management, risk management, financial control, budgeting, accuracy in administration, able to use databases. Understand complex contract requirements.
Experience	Previous experience within employment or community services environment would be advantageous.
Qualifications	<ul style="list-style-type: none"> Qualifications in Employment or Community Services Current WHS White Card (Construction Induction) BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control OR prior experience conducting risk assessments.
Personal Qualities & Behavioural Traits	<ul style="list-style-type: none"> Ability to build positive relationships Approachable Trustworthy Respectful Caring

Other Matters

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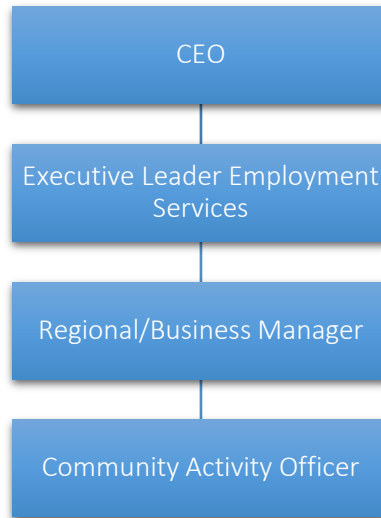


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Organisational Structure



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