

Position Description

ParentsNext Family Support Consultant



Position Title:	ParentsNext Family Support Consultant
Business Unit:	ParentsNext Service
Location:	Upper Northern New England Region
Reports To:	ParentsNext Regional Leader
Direct Reports:	Nil
Parameters:	Award, Full Time Permanent
Date Prepared:	26 August 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:

Work as part of the team to achieve excellence in delivering the ParentsNext service to Participants from a range of backgrounds, including Early School Leavers and other young people, as well as Aboriginal and Torres Strait Islander Participants.

Deliver services in a child friendly environment, addressing and building on Participant's identified strengths to progress towards achieving identified goals. Work collaboratively to achieve community and Participant engagement to enable the achievement of excellence across all locations.

Position Responsibilities and Duties:

1. Work effectively as part of the ParentsNext Team to ensure Participants are assisted to achieve identified components of their Participation Plans.
2. Identify and arrange suitable and meaningful activities for Participants, with a particular focus as required on Early School Leavers and Aboriginal and Torres Strait Islander Participants.
3. Monitor and maintain contact and support with Participants who are linked to specific activities, coordinating alternative activities as required in conjunction with their Consultant.
4. Coordinate Joblink Plus contribution to Community of Practice meetings as required and foster collaboration with other service providers

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5. Conduct post-placement support activities and claim processing
6. Complete all contractual claim requirements to ensure quality organisational outcomes.
7. Access Participant funding and complete and maintain all relevant documentation, utilising all relevant organisation and government systems.
8. Monitor and report on service excellence areas in line organisational purpose and values, as well as contractual requirements
9. Arrange and facilitate Participant Feedback Forums as required

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 role will be based in the Upper Northern New England Region yet supporting the entire ParentsNext team in areas requiring support or additional servicing.

Essential Competencies, Qualifications and Experience

Skills & Knowledge	Knowledge of local services and programs Written and verbal communication, able to build rapport and sustain working relationships Ability to assist and support participants from a range of cultural and linguistic backgrounds, including young people and Indigenous people Time management, able to multitask and meet strict deadlines Problem solving & logical thinking Sound judgement & decision making Administration, reporting, computer applications, MS Office Suite Ability to apply privacy and confidentiality principles
Experience	Community Services
Qualifications	Current C class drivers licence Satisfactory Australian Criminal History Check Current and valid NSW Working with Children Check

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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
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Desirable Competencies, Qualifications and Experience

Skills and Knowledge	
Experience	Experience working with government contracts Experience working in culturally secure ways with diverse racial groups, including Indigenous Australians
Qualifications	Cert III or above in Employment Services, Community Services, Youth or Social Services (or willingness to obtain)
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