

# Job Placement Consultant DES

Position Description (R154)



<b>Role Title:</b>	Job Placement Consultant - DES
<b>Business Unit:</b>	Employment Services
<b>Role Location:</b>	All Locations
<b>Role Reports To:</b>	DES Manager
<b>Direct Reports:</b>	Nil
<b>Award Classification:</b>	Employment Services 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.*

*The Joblink Plus purpose is to believe in and support all people, connecting them to the dignity and fulfillment made possible through education and meaningful work.*

## Purpose of the role:

1. To provide ongoing support to clients with disabilities, addressing their barriers to employment and empowering and assisting them to achieve identified goals and gain sustainable employment.
2. Provide appropriate support to employers to maintain existing employment placements and develop future employment opportunities, whilst sourcing documentary evidence as a result of successful employer engagement to ensure claims can be processed.

## Role Duties and Responsibilities:

1. Support and work with DES participants to develop personalised plans, set long and short term goals and identify and arrange specialised assistance as appropriate.
2. Mentor, motivate and empower DES participants to build on strengths, develop goals and set objectives to achieve these.
3. Build referral options with regional support services to identify appropriate products and services.
4. Assist in the development and delivery of marketing strategies and campaigns.
5. Keep abreast of local and regional labour market trends and employment and training opportunities.
6. Assess and source job ready participants and assist the transition to sustainable employment.
7. Maintain reverse marketing, post-placement and ongoing support activities.
8. Develop appropriate reporting for clients and Managers as required.
9. Monitor and report on client participation in specified programs and activities.
10. Establish and develop effective relationships with the community and relevant local services and stakeholders to increase awareness of Joblink Plus Services.

11. Represent Joblink Plus at relevant community events, local forums, meetings and discussions with key stakeholders, community groups and government across the service region.
12. Raise awareness and create partnerships for direct registration opportunities.

## General Accountabilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
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 organisation 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 & Safety (WH&S).
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).

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## Essential Competencies

<b>Skills</b>	Written and verbal communication, able to build rapport and sustain working relationships Able to assist and support job seekers from a range of cultural and linguistic backgrounds Business development, marketing & networking capability Time management, able to multitask and meet strict deadlines 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>Experience</b>	Working towards KPIs and/or targets
<b>Knowledge</b>	Barriers affecting job seekers Local labour market Privacy and confidentiality principles
<b>Licences</b>	Current Australian Class C drivers licence

## Desirable Attributes

<b>Experience</b>	Disability services
<b>Qualifications</b>	Certificate III or IV in Disability

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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