

POSITION DESCRIPTION

POSITION TITLE:	Employment Consultant
LOCATION:	Cairns
REPORTING TO:	Business Manager – jobactive
DEPARTMENT:	jobactive

PURPOSE STATEMENT

To assess the needs of disadvantaged job seekers and assist them to gain sustainable employment opportunities by preparing and implementing individualised plans and effectively delivering tailored employability skills, training, and support services. Duties will include:

- Direct referral to vacancies – including canvassing employers for vacancies;
- Counselling and advice about job opportunities;
- Development of job search skill and knowledge through group activities such as work connections and masterclasses;
- Case Management to prepare those who may not be immediately work ready
- Referral to work preparation activities – such as Work for the Dole, Work Experience, Training and part time work;
- Commitment to the values of The BUSY Group as a community based, Non-Profit organisation, promoting inclusion & economic participation for all Australians, particularly those who are highly disadvantaged through building community capacity through representation with local employers, Indigenous, CALD, PWD, parenting, health, education & youth services.

At all times the activities must meet Deed and associated Guideline requirements including the CoAct Service Delivery Model.

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Business Manager – jobactive

PRIMARY DUTIES

Intake and Assessment

- Review each job seeker's JSCI prior to initial interview to identify any barriers that may assist with completing the assessment;
- Ensure that the requirements of the jobactive program and expectation to be actively engaged in seeking work is understood by the job seeker;
- Complete the initial interview with all job seekers and accurately assess or review and add to the on-line assessment to identify job seeker's strengths, skills barriers to employment;
- Match their skills and attributes to current vacancies;
- Formulate the job seeker's Job Plan;
- Assign them to the appropriate service at the site with an appointment as appropriate;
- Coordinate and oversee the service delivery so that mutual obligation requirements are met and appropriately recorded. Report as required;
- Ensure job seekers are fully aware of the Post Placement Support process;
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure;
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

Activity Management

Plan and or facilitate the schedule of activities in the office in conjunction with the Manager and other staff to maximise efficiency and outcomes. The activities will include:

- Job Club/ Self-help;
- Employment Focused Training;
- Employability Skills Masterclass;
- Industry tasters delivered by Employers, Industry and ACC representatives/Industry awareness on-site visits;
- Demand-led accredited training;
- Work Experience including work for the dole;
- Ensure job seekers are commenced in an appropriate activity to meet their Annual Activity Requirement and it is reflected in their Job Plan;
- Monitor JS engagement to ensure that all job seekers have minimum monthly contact;
- Review Job Plans on a regular basis to ensure that activities and job search requirements are reflected;
- Manage activity diary for the site;
- Document job seeker's engagement and participation;
- Work with Workforce Solutions Personnel to ensure that all training is in line with employer requirements;
- Ensure that the group based activities meet the needs of the specific cohorts of job seekers;
- Place job seekers in employment by e.g. matching job seekers to current vacancies and supporting job seekers with job search activity;
- Liaise with Work for the Dole Coordinators and Workforce Trainers to ensure best outcomes for the job seekers;
- Conduct risk assessments of Work for the Dole activities where appropriate;
- Place referred job seekers in activities;

- Document job seeker participation to ensure they are meeting their Mutual Obligation requirements and follow up with compliance action if required;
- Identify JobReady job seekers for the workforce solutions consultants.

Workforce Solutions

- Work with Employers and industry to understand their businesses and staffing needs, take vacancies from employers and refer suitable candidates within employer and business requirements;
- Refer and place job seekers into sustainable employment;
- Attend Work Connections and other programs to canvass new vacancies and match participants to available jobs and to identify job ready candidates for referral to employers;
- Attend industry meetings and remain current with industry changes;
- Liaise with work ready job seekers to assist them in finding sustainable employment;
- Market job seekers to Employers using all available strategies including wage subsidies, work experience where appropriate;
- Provide direction to administration support to obtain claims evidence that matches contract requirements;
- Maintaining DoE and CoAct IT systems and internal data base of all vacancy management and employer relationships.

Retention and Advancement

- Provide quality, holistic post placement support to job seekers and employers – this may include intensive support on site, telephone or personal counselling and or facilitating some small group activities;
- Liaise effectively with employers to create open communication regarding a job seeker's progress and to target additional vacancies;
- Provide mentoring support and direction to ensure sustainable employment for the job seeker;
- Appropriate use of the Employment Fund as required to sustain employment;
- Provide appropriate and accurate documentary evidence to support claims;
- Utilise CoAct systems to record results and load evidence for outcome claims.
- Ensure that all KPIs are met;
- Work in a highly ethical manner in accordance with BUSY At Work guidelines and legislative compliance;
- Other tasks as required.

KNOWLEDGE, SKILLS & EXPERIENCE

- Experience and proven ability working in a contractually compliant environment;
- Experience working in an Employment Service setting or similar such as recruitment;
- Demonstrated ability to effectively facilitate small groups;
- Demonstrated ability to effectively communicate and engage with employers and job seekers from a diverse background;
- Proven track record of achieving KPIs and deadlines;
- Current drivers licence;
- Good Information Technology and administration skills.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. This role may include travel.



I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____