

Position:	Employment Consultant – JSA
Location:	As per business requirement
Department:	CareerSystems
Responsible To:	Site Manager
Responsible For:	Supporting short and long term jobseekers to secure suitable and sustainable employment, through overcoming identified barriers. Delivering high quality, effective services to a variety of jobseekers – from job ready through to those requiring significant support and intervention.
Position Purpose:	To support a caseload of jobseekers with a disability and or a disadvantage to identify and overcome barriers to employment participation. To assist short and long term unemployed jobseekers to secure suitable and sustainable employment. The Employment Consultant is responsible for ensuring efficient, effective and high quality delivery of employment services through intensive jobsearch support and other intensive support activities in line with contractual obligations. This will involve building strong and influential internal and external relationships, adhering to set compliance and administrative accountabilities, and working as part of a team to achieve individual and service objectives.
Personal Attributes:	<p>You will:</p> <ul style="list-style-type: none">• Be a mature minded individual with excellent interpersonal and organisational skills• Be able to develop rapport readily and maintain excellent relationships with jobseekers, colleagues and employers• Have well established links with community organisations to enable rapid referral and connection with those services for support with identified barriers• Be a team player, with a demonstrated capacity to show initiative and who will professionally and ethically represent the organisation• Be a flexible, outcome/results driven individual with a “can-do” attitude• Be able to demonstrate effective and efficient strategies to positively engage jobseekers, assisting them into employment
Key Challenges	<ul style="list-style-type: none">• The ability to identify, address and overcome barriers to employment for jobseekers, often requiring great perseverance, dedication and innovation to do so.• The capacity to complete a number of administrative functions to assist outcomes for jobseekers and the organisation.• Ensure integrated service by working collaboratively with Labour Market Engagement and Support Employment Consultants and Business Development Representatives.• Balancing the desire to support the jobseeker, whilst maintaining a focus on achieving the required performance and contractual outcomes.

Key Result Areas (Selection Criteria)	<ul style="list-style-type: none"> • Business Results • Jobseeker Support • Post Placement Support • Customer Relationship Management • Contract Compliance • Administration • Learning and Innovation
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Key Responsibility Area (KRA) 1	Business Results	
Key Tasks:	Key Performance Indicator (KPI):	
<ul style="list-style-type: none"> • Ensure business is sustainable through delivering timely, sustainable outcomes for jobseekers in accordance with requirements 	<ul style="list-style-type: none"> • Achieve set business results as agreed without compromising personal or company integrity • Add value to the business by strengthening relationships with ALL stakeholders • Growing the employer base through selling Bedford services and jobseekers • Achievement of satisfactory audit results • Achieve budget requirements through achieving sustainable outcomes (13 and 26 weeks) – employment and education 	

Key Responsibility Area (KRA) 2	Jobseeker Support	
Key Tasks:	Key Performance Indicator (KPI):	
<ul style="list-style-type: none"> • Undertake jobseeker assessment ensuring ability for jobseeker to benefit from referred services • Provide intense support as per service provision timeline, and develop professional rapport with jobseekers • Assist jobseekers to complete a resume summary, undertake jobseeker activities, and to complete all required jobseeker related paperwork. • Engage with jobseeker to develop, review and progress against individually tailored Employment Pathway Plan (EPP) • Provide advice to jobseekers regarding the combination of activities available to 	<ul style="list-style-type: none"> • Thorough assessments are undertaken of jobseeker needs, and referrals to appropriate support services are made as required • Vocational counselling, skills audits and vocational tools are undertaken to determine pathway/s for jobseekers • All required documentation is completed with a minimum of 95% accuracy • Jobseekers are proactively supported in their activities with 95% accuracy in completed documentation 	

<p>support chosen direction in EPP</p> <ul style="list-style-type: none"> • Provide advice to jobseekers on all elements of the job search process, including mutual obligation, Centrelink compliance requirements, work preparation etc. • Monitor job search and associated preparation activities to ensure maximum benefit from services provided • Ensure rapport is established and maintained with jobseeker to maximise the potential of matching to suitable vacancies thus gaining early placements • Liaise with LES Team to ensure rapid connection to employment opportunities • Refer to education/training opportunities in line with EPP • Arrange work experience activities to complement job search training 	<ul style="list-style-type: none"> • Actively maintain contact with caseload as per Bedford guidelines/expectations • A flexible and individualised approach is taken to jobsearch resulting in positive and sustained employment outcomes (in conjunction with LES team) • Advice is provided to jobseekers on all aspects of the employment service • All job seekers fully participate in job search activities • Ensure jobseekers are matched to appropriate vacancies to maximise sustainability
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Key Responsibility Area (KRA) 3	Post-Placement Support	
Key Tasks:	Key Performance Indicator (KPI):	
<ul style="list-style-type: none"> • Provide each newly placed jobseeker with appropriate post-placement support (individually tailored) 	<ul style="list-style-type: none"> • In all cases post-placement face to face support is provided to the newly placed jobseeker • In all cases post-placement face to face support is provided to the employer • Three way meeting arranged with Bedford, jobseeker and employer to ensure communication pathways are open (where possible) • Post-placement support continues as needed (at least for 26 weeks) and is constantly monitored • All post-placement support is accurately documented 	

Key Responsibility Area (KRA) 4	Customer Relationship Management (CRM)	
Key Tasks:	Key Performance Indicator (KPI):	
<ul style="list-style-type: none"> • Use CRM to build and maintain employer (local and large corporate) and other relevant community/business /industry/training networks • Engage jobseekers in Bedford programs, local industry strategies and Government initiatives to maximise future opportunities for jobseekers 	<ul style="list-style-type: none"> • New business relationships are developed resulting in new and repeated outcome opportunities for • Networking is undertaken and CRM is utilised delivering improved opportunities for Bedford and increased access to job vacancies for jobseekers • The referral to and involvement of Bedford jobseekers in Bedford programmes, and Government and local initiatives resulting in increased outcome opportunities for jobseekers 	

Key Responsibility Area (KRA) 5	Contract Compliance	
Key Tasks:	Key Performance Indicator (KPI):	
<ul style="list-style-type: none"> • Monitor the activity of jobseekers to ensure they meet their obligations, and lodge Participation Reports with Centrelink when required • Record all required information in the DEEWR IT system in a timely and accurate manner • Record all required information in Bedford’s internal IT system in a timely and accurate manner • Comply with all internal and external policies and procedures including contractual obligations, DEEWR IT System requirements, OHS & Privacy etc. • Maintain a thorough understanding of the Employment Services contract and guidelines though regular use of the ECSN and DEEWR IT bulletins and through accessing DEEWR’s Learning Centre Modules • Operate within the organisations budget allocations, financial controls and other requirements as outlined in the <u>Staff Handbook</u>, quality procedures, organisational policies and the authority / reporting documentation relevant to the position. 	<ul style="list-style-type: none"> • Client activity is monitored and logged in the DEEWR IT system the day it occurs. • Compliance reporting is completed with 95% accuracy • Participation Reports are lodged as per requirements • All required information is lodged in the DEEWR IT system and Bedford’s internal IT system resulting in a minimum of 95% audit compliance and maximum claims • All internal and external policy and procedure are complied with • Contract or guideline changes are implemented immediately 	

Key Responsibility Area (KRA) 6	Administration	
Key Tasks:		Key Performance Indicator (KPI):
<ul style="list-style-type: none"> • Complete DEEWR IT System and Bedford internal IT System documentation for placement of jobseekers • Record jobseeker contacts in an accurate and up to date fashion on all required systems and paper files, and keep these private and secure • Access the Employment Pathway Fund to pay for required interventions in support of barrier reduction • Complete a range of required administration and other tasks including reports and audit activities. 		<ul style="list-style-type: none"> • All DEEWR IT transactions are completed and accurate • All jobseeker files are accurate, up-to-date and kept in accordance with ES record rules and Bedford’s policy and procedure • All Employment Pathway Funds are expended in accordance with the guidelines with appropriate documentation retained • All tasks are completed accurately and on time

Key Responsibility Area (KRA) 7	Learning and Innovation	
Key Tasks:		
<ul style="list-style-type: none"> • Provide effective supervision, support and leadership of staff • Support the building of positive team relationships across Bedford’s services with the view to provide high levels of service and business growth with internal and external customers • Ensure all staff complete and work towards achieving outcomes in the Bedford’s Performance, Development and Review system • Provide assistance and support to team members in achievement of their individual and team goals • Actively participate in staff meetings, staff development days and other events as requested by Career Systems Manager • Take responsibility for achieving Key Performance Indicators, as advised by your manager • Facilitate and contribute to the sharing of knowledge and best practice ideas with other services • Ensure changes and developments in the Employment Services Sector / Labour Market Places are disseminated to all team members and all necessary work procedures are updated accordingly • Work as part of a harmonious team, strive to enhance the team spirit and contribute to maintain a motivating environment • Maintain a high level of personal presentation and be polite and courteous at all times 		

JOB REQUIREMENTS

- Actively support Bedford’s Mission, Vision and values;
- Positively and constructively represent Bedford to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with all Bedford policies and procedures;
- To help ensure the health, safety and welfare of all at Bedford is maximised;
- Follow reasonable directions given by Bedford in relation to Occupational Health Safety and Welfare.

SKILLS/COMPETENCY REQUIREMENTS/QUALIFICATIONS**Essential**

- Previous experience in Employment Services with demonstrated capacity to support jobseekers and achieve sustainable outcomes;
- Understanding of barriers to employment and effects of unemployment;
- Highly developed communication (written and interpersonal) skills;
- Understanding and working knowledge of DEEWR’s IT systems;
- Demonstrated capacity to develop and maintain appropriate networks to support role;
- Ability to meet deadlines & manage multiple priorities and tasks;
- An ability to gain rapport with the identified participant group;
- An ability to assess and identify individual barriers;
- An ability to develop and formulate individually tailored Employment Pathway Plan to address the barriers;
- Current Driver’s Licence.

Desirable

- Highly developed negotiation and sales/marketing skills;
- Sound understanding of computer systems, including databases and the ability to operate in a Microsoft environment (Word, Excel);
- Labour market knowledge with awareness of local labour market trends;
- The ability to give and receive feedback;
- The ability to be self directive within a team environment;
- Knowledge of government agencies, local service providers and community networks and an ability to use these contracts for the benefit of participants;
- Qualifications in Welfare, Disability, Counselling, Behavioural Sciences or Business or other relevant fields.
- High-level organisational skills and ability to multi-task;
- Excellent problem solving skills, ability to develop solutions.

CERTIFICATION

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position.

LINE MANAGER _____

Signature: _____

Date: _____

SENIOR MANAGER: _____

Signature: _____

Date: _____

I have read this document and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:

- This Position Description is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me, after discussion. Where additional training or support is required to fulfil additional or other duties of a similar level of responsibility it will be provided.
- The Position Description will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPI's), where included in this document, are indicative KPI's will be set by Bedford, discussion with me, for each year (or other set period) and my performance will be reviewed against those KPI's.

OCCUPANT

Name: _____

Signature: _____

Date: _____