

**Position Description**  
**Employment Consultant – Job Services Australia**

**KARINGAL MISSION**

*To provide quality services that improve the lives of individuals*

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

**DIVISION DESCRIPTION**

**MatchWorks** provides a range of employment and related services to job seekers from 19 sites across Greater Geelong, Metropolitan Melbourne, Greater Bendigo and the Hampden region. These services include Job Services Australia, Disability Employment Services (DES).

**BRANCH DESCRIPTION**

**Job Services Australia** helps eligible job seekers by providing individually tailored assistance to develop pathways into sustainable employment.

**Position Specifics**

<b>Position objective:</b>	To assess the needs of disadvantaged job seekers and assist them to gain sustainable employment by preparing and implementing individualised plans and providing employment skills, training, placement and support services.
<b>Reports To:</b>	Site Manager
<b>Division:</b>	MatchWorks
<b>Branch:</b>	Job Services Australia (JSA)
<b>Primary Location:</b>	
<b>Employment status (F/T, P/T):</b>	Full time
<b>Probation:</b>	All positions are offered with 6 month probation period.
<b>Classification &amp; conditions:</b>	Karingal Collective Agreement: MatchWorks Operational Staff Structure
<b>Remuneration:</b>	Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions. Superannuation is paid at 9%

**Position Responsibilities & Duties**

**General**

- Ability to relate to people from a wide range of backgrounds in an empathetic manner
- A high level of interpersonal and written communication skills, including interviewing, assessment and planning skills
- Well-organised approach to providing employment services.
- Coordinating multiple projects simultaneously and productively
- Superior self-management skills, including record keeping and performance analysis
- Provide advice about the employment service and other assistance available to job seekers and employers
- Conduct all job seeker, employer and network interactions with high level of customer service
- Ensure results from audits are indicative of internal and external processes and requirements
- Application of Karingal and MatchWorks policies

### **Position Specific**

- File Noting
  - adequate content and timely documentation of job seeker and employer contact
- Process Management
  - monitor and review service delivery to ensure all job seekers service requirements are being appropriately met
- Post Placement Support
  - provide follow up contact and support to job seekers once they commence employment
- Claim Evidence
  - complete required record collection to support claims
- Client Engagement
  - establish supportive relationships with job seekers to increase job seeker attendance and compliance to their obligations

### **Communication**

- High level of verbal, written and listening communication skills are required
- Internal interaction with Receptionists, Employer Services Consultants, Work Experience Staff and Site Managers.
- Attend regular site meetings and regional Employment Consultant seminars
- Liaise with other operational staff to monitor jobseeker activities
- External interaction with job seekers and Department of Employment, Education and Workplace Relations (DEEWR).
- Liaise closely with other service providers including Training Institutions in order to maintain knowledge of and influence activities available to jobseekers
- Participate in relevant industry conferences and training
- Liaise closely with local employers

### **Documentation**

- Perform relevant administrative tasks as required by Job Services Australia and MatchWorks guidelines
- Maintain Employment Pathway Fund (EPF) processes and payments in a timely manner
- Prepare detailed Employment Pathway Plans (EPP) for job seekers as required
- Comprehensive and timely lodging of Participation Reports (PR)

### **Other duties as directed by manager or supervisor**

## **Measurable Results & Outcomes**

### **Diary Management**

- Evidence of managing job seekers contact requirements
- Ensuring time well managed to achieve highest possible attendance of appointments

### **Outcome Quality**

- The rate at which Job Placements become 13 and 26 week employment outcomes (Retention Rate)
- Meet prescribed outcome targets as set by management
- Accurate entering of placements and timely entering of outcomes

### **Results from Audits**

- Ensure results from audits are indicative of internal and external processes and requirements
- Evidence of identifying and attending to client barriers to employment

### **General**

- Demonstrated compliance with all Karingal and MatchWorks policy, procedure and work instructions
- Evidence of successful and beneficial networking and relationship management with relevant stakeholders
- Completion of general position responsibilities to a high standard

## **Key Selection Criteria & Skills/Attributes**

<b>Essential:</b>	<ul style="list-style-type: none"> <li>▪ Proven ability to build rapport and maintain effective relationships with clients, peers and relevant agencies</li> <li>▪ Highly developed interpersonal skills</li> <li>▪ Demonstrated high level professionalism, compliance and attention to detail</li> <li>▪ High level oral and written communication skills</li> <li>▪ Proven ability to manage time and work loads effectively to business priorities in a challenging environment</li> <li>▪ Sound computer literacy and data management skills</li> <li>▪ Completion of Police Check</li> </ul>		
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>▪ Solid experience in Employment Services and an understanding of strategies to address barriers to employment</li> <li>▪ Knowledge of contemporary recruitment practices and procedures</li> <li>▪ A variety of tertiary qualifications could provide useful background to perform the functions of this position</li> <li>▪ A current Victorian drivers licence</li> </ul>		
<b>Application Details</b>			
<b>Application instructions:</b>	<p>Please send applications including cover letter and current resume to Karingal via email or post as below.</p> <p>Late applications will not be accepted.</p>		
<b>Email:</b>	<a href="mailto:workwithus@matchworks.com.au">workwithus@matchworks.com.au</a>	<b>Postal address:</b>	Recruitment Officer MatchWorks Level 1/22 Malop St Geelong 3220
<b>Contact person:</b>	Nikki Brogan Recruitment Officer MatchWorks (03) 5229 8733		
<b>Closing date:</b>			
<p><b><i>“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.</i></b></p>			

Please visit our website for more information: [www.karingal.org.au](http://www.karingal.org.au)