

POSITION DESCRIPTION

Position Title:	Employment Consultant (Stream Services)
Department:	Job Services
Location:	Portland
Classification:	GTE Level 5
Remuneration:	\$42,743.15 - \$44,903.89 plus 17.5% Leave Loading Dependent upon qualifications and experience. Tax advantaged salary packaging (subject to policy restrictions)
Status:	Full-time - 6 month contract
Qualifying Period	6 months
Incumbent:	
Preparation date:	July, 2010
Prepared by:	Michael Bellamy
Approved by:	Naomi Corcoran

PRIMARY/KEY OBJECTIVES

The employment consultant is responsible for working with stream services job seekers and preparing them as appropriate, for sustainable employment.

The employment consultant is also required to source sustainable employment and training for these job seekers, with the goal of achieving sustainable employment outcomes as required to achieve and maintain set KPI's. The incumbent must maintain and monitor job seeker information and activities in keeping with Department of Education Employment and Workplace Relations (DEEWR) guidelines.

The employment consultant is required to develop and maintain a comprehensive understanding and familiarity with DEEWR'S guidelines and statement of requirements as outlined in the model employment services contract. In addition the employment consultant is expected to develop and maintain a proficiency in the use of DEEWR's online system (EA4000) and other third party software that may be used by the service provider.

RELATIONSHIPS

Internal:

The employment consultant reports directly to their Site Manager and ultimately to the Job Services Operations (JSA) Manager. The employment consultant frequently liaises with the other employment consultants and marketing staff, Group Training Organisation (GTO) and Registered Training Organisation (RTO) staff throughout the organisation including other regional offices.

External:

Relationships are maintained with the DEEWR Contract Manager/Area Coordinator, Centrelink and other service providers and service delivery partners.

EXTENT OF AUTHORITY

In line with the award, employees:

- Exercise a degree of autonomy;
- Control projects and/or programs;
- Set outcomes for lower classified staff;
- Can solve problems with reference to documented techniques, precedents and guidelines or instructions;

RESPONSIBILITIES

In line with the award, employees:

- Are responsible for a range of functions, requiring a high level of knowledge and skills;
- May undertake responsibility for moderately complex projects;
- May assist with the preparation of, or prepare organisation or program budgets in liaison with management;
- Establish priorities and monitor workflow in areas of responsibility;
- May exercise judgement and initiative;
- May operate as a specialist officer where decisions made and taken rest with the employees with no reference to a senior employee;
- Plan, coordinate and administer the operation of a multi-functional service;

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- Provide expert advice to employees classified at lower levels;
 - Where the prime responsibility lies in professional services, employees:
 - May undertake a variety of tasks of a specialised, novel complex and/or critical nature;
 - May provide reports on progress of program activities including recommendations;
 - May carry out planning studies or research for particular projects;

STATEMENT OF SPECIFIC ACCOUNTABILITIES

1. Stream Services – service delivery

- Develop & maintain a comprehensive understanding and familiarity with DEEWRS guidelines and statement of requirements as outlined in the model employment services contract
- Negotiate and prepare employment pathway plans (EPP) for allocated job seekers
- Maintain a dynamic service effort to job seekers in line with the individual EPP
- Encourage high standards of presentation, punctuality and attitude from allocated job seekers
- Ensure KPI's set by Westvic Staffing Solutions are achieved.
- Provide advice, support and information which are tailored to suit the individual needs of job seekers.
- Source sustainable employment opportunities for job seekers
- Accurately maintain and monitor all job seeker and vacancy information and activities as per DEEWR guidelines.
- Keep up to date with, and use EA 4000 (or updated program) - electronic ,recording, reporting and monitoring system)
- Provide comprehensive post placement support to job seekers following placement into employment.
- Liaison with community organizations and relevant professionals that deliver primary and allied health care.

2. Marketing

- Source suitable organisations i.e. cold calling, written and personal contact, utilising the current internal databases, networking with specific industries, following up on leads, and other marketing strategies.
- Be proactive in locating sustainable employment vacancies and training opportunities for job seekers
- Build and maintain relationships with all existing and prospective employer clients.
- Attend and actively contribute to marketing meetings in regards to strategies, opportunities and target marketing.
- Contribute to production of Westvic Staffing Solutions marketing material.
- Promote Westvic Staffing Solutions employment services generally.
- Actively represent Westvic Staffing Solutions as required within the community in public relations exercises, including attending relevant meetings/forums, expos etc.
- Take responsibility for maintaining a strong image and positive public relations for the regional office, incorporating corporate branding and presentation standards.
- May be required to undertake marketing project management/co-ordination.

3. Customer Service

- As rostered, provide reception cover for receiving and directing incoming telephone calls and guests
- Provide timely and accurate advice and information to all Westvic Staffing Solutions clients in a professional manner.
- Ensure that all communications (telephone, e-mail, and fax) are promptly responded to in line with the Westvic Staffing Solutions policies and procedures.
- Exercise a high level of interpersonal/customer service skills in dealings with prospective and existing clients.

4. General Administration

- Establish and maintain electronic and paper based files.
- Produce written and word process correspondence as required.
- Maintain reference and other material as per the DEEWR guidelines.
- Assist in archiving when required.
- Produce written correspondence when required.
- Photocopying, faxing, electronic mail
- Ensure all paper work and other organisational requirements are completed in a timely manner.
- Ensure accurate filing and file maintenance.
- Maintain and follow the organisation's standards in record keeping and record handling.
- Provide timely and accurate statistical data to the Job Services site and Operational Managers as directed.

5. Information Technology

- Keep up to date with and use JSA electronic recording, reporting and monitoring system (EA4000).
- Word process correspondence as required.

6. Team

- Communicate effectively with the management and colleagues.
- Attend and participate in scheduled Job Service and Regional Office meetings.
- Contribute to the Job Service and Regional Office operational plans.
- Provide reports on progress of program activities including recommendations.
- Undertake an active role in the day-to-day organisation of the office including filling in during staff absences.

7. Travel

- Travel may be required to visit Employers throughout the operational area.

8. Self Development

- Maintain relevant knowledge of:
 - Industrial Relations issues and trends.
 - Labour market trends
 - Government Policies.
 - Industry bodies, DEEWR, local employment and training issues and opportunities.
- Undertake additional training as required to perform the role.

9. Housekeeping

- Ensure the workplace and workspace is maintained to a high standard at all times.
- Ensure that all equipment is maintained and secured appropriately.
- Follow Westvic Staffing Solutions occupational health and safety policies, procedures and workplace instructions
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work

ADDITIONAL INFORMATION

- The incumbent must adhere to all current relevant codes of conduct and legislation requirements including:
 - Westvic Staffing Solutions policies/procedures and protocols.
 - Privacy Act.
 - Equal Employment Opportunity Act.
 - Occupational Health and Safety Act.
 - Government/Industry Codes of Conduct.
- The incumbent can be expected to be allocated duties not specifically outlined within their Position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.
- Performance KPI's will be negotiated as part of Westvic Staffing Solutions regular performance planning and review processes.

REMUNERATION PACKAGE

- Superannuation:** 9% Employer Contribution.
- Allowances:** Tax advantaged salary packaging available (subject to policy restrictions).
Upon completion of probationary period, a uniform allowance of \$350 p.a.

KEY SELECTION CRITERIA

QUALIFICATIONS AND EXPERIENCE

Essential:

- Certificate IV, Diploma or Degree qualification in relevant field and /or equivalent relevant experience.
- Proven ability to consistently meet established performance KPI's /objectives
- Proven sales / marketing experience
- Well organized – Excellent time and self management skills demonstrated ability to plan and undertake daily duties with minimal supervision
- High level computer skills including word processing and data entry
- Current Driver's License

Desired:

- Demonstrated experience in the employment services industry
- Understanding of the Job Services Australia contract
- Empathy and understanding of the challenges facing jobseekers
- Knowledge of the current labour market requirements
- Ability to establish and maintain strong business links
- Demonstrated skills in developing a community profile necessary to support jobseekers
- Experience in a Sales, Marketing, Human Resource role or related field
- Working knowledge of statutory and regulatory requirements relevant to the workplace i.e. privacy and confidentiality, industrial relations, Occupational Health and Safety and anti-discrimination legislation.
- Knowledge of the role of Westvic Staffing Solutions, its structure and services.

PERSONAL ATTRIBUTES

- Excellent written and verbal communication skills
- Ability to communicate to a wide range of clients and client groups- internal and external clients
- Motivated to assist job seekers from varied backgrounds
- Flexible and adaptable to a changing environment.
- A high standard of personal presentation.
- Demonstrated ability to work in a team focused environment.