

Position Description

Employer Services Consultant – Disability Employment Services (DES)

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.

BRANCH DESCRIPTION

MatchWorks provides a range of employment and related services to job seekers from 19 sites across Barwon, South Western, North West, Western Metropolitan and Hampden regions. These services include programs from Job Services Australia and Disability Employment Services (DES).

DIVISION DESCRIPTION

Disability Employment Services (DES) provides Disability Management Services and Employment Support Services. These services support people with a disability, illness or injury who are trying to gain, return to and maintain open employment until they are independent.

Position Specifics

Position objective:	To build relationships with job seekers and employers in order to gain and maintain meaningful and sustainable employment opportunities for people with disability, illness or injury.
Reports To:	Site Manager
Division:	MatchWorks
Branch:	Disability Employment Service (DES)
Primary Locations:	
Employment status (F/T, P/T):	Full time
Probation:	All positions are offered with 6 month probation period.
Classification & conditions:	Karingal Collective Agreement: MatchWorks Operational Staff Structure
Remuneration:	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

Client and Employer Services

Working closely with Employment Consultants/Case Managers:

- Reverse market DES job seekers to employers and create employment opportunities
- Assist the jobseeker with pre-employment skill development, independent job search and work trails
- Educate employer around the benefits and requirements of employing people with and injury, disability or medical condition: vocational rehabilitation, vocational counselling, education and skill development
- Assessment of jobseeker needs, skills, abilities and identification of barriers.
- Coordination of employment related training and ongoing on/off job support
- Use of appropriate tools and servicing strategies in assisting jobseekers to gain and maintain sustainable employment opportunities.

- To build relationships with our job seekers and employers in order to obtain and maintain meaningful and ongoing employment opportunities:
- Support job seekers in the workplace to maintain ongoing employment
- Discuss disclosure options and how the jobseeker wants to be marketed to employers.
- Assess job seekers skills and competency level in their chosen career goals.
- Establish if further training or work experience will be necessary.
- Maintain individual employment pathway plans for each jobs seeker which identifies specific employment outcomes, work preparation strategies, job seeking strategies and employment support activities.
- Assist the job seeker to develop his/her resume and interview skills appropriate to various employment fields.
- Continually survey the local job market in order to locate vacancies
- Develop and action effective strategies to effectively canvass and market job seekers to employers for suitable job opportunities in line with individual needs.
- Assist clients with communication and communication strategies when job seeking, at interviews, and in the workplace
- Achieve employment placements outcomes relevant to funding requirements
- Together with Employment Consultants support and maintain workers in employment through to outcome by:
 - providing ongoing support according to needs of the worker and/or employer
 - assisting with worker familiarisation with the job
 - Work Place modifications and job design
 - making periodic telephone calls or visits to the workplace to assess worker progress

General

- Work closely with Employment Consultants as part of a team
- Liaise with other MatchWorks Employment Services Consultants
- Educate employers, co-workers and local business community of people with disability & injury, health condition to break down employment barriers and community stigmas.
- Supportive, flexible and willing to adjust to management and changing business needs.
- Development of effective relationships with jobseekers with disability, injury and health conditions and with key stakeholders,
- Maintain tailored employment pathway plans in line with individual needs.
- Implement skills and personal development/capacity building activities for jobseekers (including accredited and non accredited training)
- Use of appropriate tools and servicing strategies in assisting jobseekers to gain and maintain sustainable employment opportunities.
- Manage a challenging workload through prioritisation and effective time management.

Communication

- High level of demonstrated verbal, listening and written communication skills are required

INTERNAL COMMUNICATION REQUIREMENTS

- Employment Consultants/Case Managers
- Employer Services Consultants
- Occupational Therapist
- Management
- Claims Officer/Administration and reception staff
- Other MatchWorks/Karingal staff

EXTERNAL COMMUNICATION REQUIREMENTS

- Job seekers
- Employers
- Job Capacity Assessors
- Other agencies including RTO's, allied health professionals and social service providers

Documentation & Compliance

- Completion of a broad range of documentation is required as per DEEWR contracts and/or MatchWorks work procedures.
- Maintain case records and progress reporting in accordance with contractual and MatchWorks policy and procedures
- Documentation must be completed to a high quality standard in line with set requirements
- Documentation must be accurate, up-to-date and submitted in a timely manner
- Provide a service which meets the Disability Service Standards and other associated Quality systems and compliance requirements (including Karingal Quality systems, DEEWR Code of Conduct and Service Guarantee).

Contribution to team and continuous improvement

- Willingness to undertake further training for self development
- Display professionalism in all internal and external communications and transactions
- Continually survey the local job market in order to locate suitable vacancies and develop suitable job seeker marketing strategies
- Participate in staff meetings, policy and organisational development activities

Other duties as directed by manager or supervisor**Measurable Results & Outcomes**

Client Outcomes: Contribution to the achievement of Program KPI's, Star Ratings and role objectives. Placement and Outcome targets, *Client feedback; results of site specific initiatives; and, observation and feedback from Regional and General Manager.*

Employer and Client Services: Delivery of high quality services to existing and potential clients/employers including successfully building and maintaining relationships: *Client/Employers satisfaction and feedback, increased employer contacts, observation and feedback from Regional and General Manager.*

Compliance: Compliance with internal and external contracts and requirements- including Karingal and MatchWorks internal Policies, Procedures and Work Instructions, all Disability Employment Services contract provisions: *Results of internal and external audits and reviews; and, observation and feedback.*

Documentation: Successful and timely completion of all documents/reporting to a high standard in terms of quality and compliance: *Results of internal and external audits and reviews; and, observation and feedback.*

Individual and team development: Successful and beneficial networking and relationship management with relevant stakeholders, personal/professional development and contribution to the team: *Feedback & observation, Team Meeting documentation, probation and performance review and training.*

Performance of general position responsibilities to a high standard**Key Selection Criteria & Skills/Attributes**

Essential:	<ul style="list-style-type: none"> ▪ Proven ability to build and maintain effective relationships with clients, peers, employers and relevant other key stakeholders towards gaining and maintaining sustainable employment opportunities. ▪ Experience and proven aptitude for reverse marketing, cold calling and rapport building with external customers ▪ Highly developed interpersonal skills ▪ Demonstrated high level professionalism, compliance and attention to detail ▪ High level of oral and written communication skills ▪ Ability to manage time and work loads effectively to meet targets and business priorities in a challenging environment ▪ Proficiency in using Microsoft Office software programs ▪ A current Victorian drivers licence ▪ Completion of Police Check
Desirable:	<ul style="list-style-type: none"> ▪ Experience or understanding of the disability field and barriers to employment experienced by people with disabilities, injury and health conditions ▪ Previous experience in employment services and/or injury case management ▪ Previous marketing, business development, account management role

Application Details

Application instructions:	Please send applications including cover letter and current resume to MatchWorks via email. Late applications will not be accepted.		
Email:	workwithus@matchworks.com.au	Contact person:	Nikki Brogan Recruitment Officer MatchWorks (03) 5229-8733
Closing date:			

“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”.

Please visit our website for more information: www.karingal.org.au