

**Position Description**  
**Work Experience Project Officer – 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 Barwon, South Western, North West, Western Metropolitan and Hampden regions. These services include Job Services Australia, Disability Employment Services (DES).

**BRANCH DESCRIPTION**

**Work Experience** comprises various services including Work For the Dole, Green Corps, Drought Force and Community Work support.

**Position Specifics**

<b>Position objective:</b>	To build relationships with host organisations in order to obtain and develop Work for the Dole placement opportunities for job seekers in accordance with the Work Experience guidelines. To monitor placements and ensure that the program complies with appropriate OHS standards and community benefit.
<b>Reports To:</b>	Work Experience Manager
<b>Division:</b>	MatchWorks
<b>Branch:</b>	Job Services Australia (JSA)
<b>Primary Locations:</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**

- Provide a service which meets the quality systems and compliance requirements (including Karingal Quality systems, DEEWR Code of Conduct and Service Guarantee).
- Supportive, flexible and willing to meet and adjust to changing business, operational and management needs.
- Participate in staff meetings, policy and organisational development activities
- Network and liaise with other MatchWorks employment consultants and Business Development

Officers

### **Position Specific**

- Development of effective relationships with jobseekers on Work Experience program
- OH&S - Operate within Karingal's OH&S Policy and Procedures
  - Develop a site activity OH&S risk assessment in accordance with Job Services Australia guidelines
- Work Experience Host Assistance:
  - Assist potential work experience host organisations with group based or individual activity application
  - Assist work experience host organisation with a commencement and completion activity work schedule plan
- Monitoring:
  - Monitor Work Experience Activity, Green Corps activity, Work for the Dole activity, and individual host placement on a regular basis to ensure that the activity meets Job Services Australia contractual guidelines and relevant OHS standards.
  - Monitor Assets register, and disposal plan
  - Monitor material, capital equipment purchasing, and Karingal purchase order book
- Budgets:
  - Develop accurate budgets for possible work experience projects that address local skills in demand, training opportunities, and employment outcomes in accordance with the Job Services Australia guidelines
  - Assist host organisation with Employment Pathway Funding acquittal process

### **Communication**

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

#### **INTERNAL COMMUNICATION REQUIREMENTS**

- Work Experience Team members
- Management
- Other MatchWorks/Karingal staff

#### **EXTERNAL COMMUNICATION REQUIREMENTS**

- Host organisations
- Relevant Industry organisations and authorities including PAGES, DEEWR and Centrelink

### **Documentation**

- Completion of a broad range of documentation is required as per PAGES, Centrelink and DEEWR contracts and/or MatchWorks work 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

### **Self Management and Development**

- The ability to manage a challenging workload through prioritisation and effective time management.
- Willingness to undertake further training for self development
- Display professionalism in all internal and external communications and transactions

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

## **Measurable Results & Outcomes**

- Project quality
  - The activity has been delivered and completed according to the activity application in line with the Employment Pathway Funding and OHS requirements
  - Ensure jobseekers work experiences placements and training opportunities, are being achieved through approved work experience activities as a result of employment outcomes.
  - Ensure all tax invoice and receipts directly linked to approved work experience activity are coded and submitted to Work Experience Manager for claiming in timely manner
- Results from Audits
  - Ensure results from audits are indicative of internal and external processes and requirement
- Reports
  - End of activity reports are completed and submitted in a timely manner
  - Diversity of work experiences activities meeting skills in demand and Employment Service

Area locations and all stakeholders

- Contribution to the achievement of Program KPI's, Star Ratings and role objectives.
- Successfully building effective and respectful relationships with clients, carers, peers and other agencies as required
- Evidence of successful and beneficial networking and relationship management with relevant stakeholders
- Proactively engage in on going learning and awareness of industry to ensure up to date knowledge and work practises
- Demonstrated compliance with all Karingal and MatchWorks policy, procedure and work instructions

**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/key stakeholders towards gaining and maintaining sustainable employment opportunities</li> <li>▪ Proven experience in cold-calling/reverse marketing</li> <li>▪ Highly developed interpersonal and communication skills</li> <li>▪ Demonstrated high level professionalism, compliance and attention to detail</li> <li>▪ Ability to manage time and work loads effectively to business priorities in a challenging environment</li> <li>▪ A current Victorian drivers licence</li> <li>▪ Completion of Police Check</li> </ul>
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<b>Desirable:</b>	<ul style="list-style-type: none"> <li>▪ Demonstrated knowledge of contemporary recruitment practises and procedures</li> <li>▪ Demonstrated knowledge of Occupational Health and Safety legislation, standards and requirements</li> <li>▪ Experience working Labour Market Programs aimed at employment outcomes</li> <li>▪ Proven experience in injury case management</li> <li>▪ Previous experience in employment services</li> <li>▪ Proficiency in using Microsoft Office software programs including data management</li> </ul>
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**Application Details**

<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>		
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<b>Email:</b>	<a href="mailto:workwithus@matchworks.com.au">workwithus@matchworks.com.au</a>	<b>Contact person:</b>	<p>Mario Antoniadis          Work Experience Manager          MatchWorks          P: (03) 8742-3444</p>
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<b>Closing date:</b>	
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***“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](http://www.karingal.org.au)