

# Human Resources

## Position Description



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| <b>Position Title:</b> | Employment Support Consultant: DES                                |
| <b>Responsible To:</b> | Compliance Manager: DES   |
| <b>Location:</b>       | Employment Services Sites   |
| <b>Hours:</b>          | 76 hours per fortnight but subject to organisational requirements |

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### **Position Overview**

The Employment Support Consultant (ESC) is responsible for providing effective supports and intervention which enables success in the workplace, taking into account the skills and abilities of the worker, as well as the needs of the employer. In this position you will be required to provide on the job support to a worker, and assess and address the workplace support needs of individuals to ensure ongoing employment is maintained.

### **Personal Attributes**

This position requires a mature minded individual with a high level of interpersonal communication and organisation skills. You will have the ability to build strong relationships with a broad range of key stakeholders, be a team player, and demonstrate an ability to show initiative whilst professionally representing the Organisation. You must be a flexible, outcome focused individual possessing a can-do attitude. You will be able to liaise with jobseekers and employers, and possess the ability to ensure the best possible employment outcome.

### **Responsibilities:**

The Employment Support Consultant will be responsible for:

- Providing individualised and personalised support to a caseload of DES participants during both the Post Placement and Ongoing Support phases which is consistent with participant requirements and funding levels (as per the Government Authority guidelines)
- Liaising with the Compliance Manager DES and Site Manager: DES to ensure that all ESS participants and identified DMS participants requiring additional support during the Post Placement Support phase are handed over to the ESC for management.
- Ensuring all KPIs are met including outcomes and conversion targets
- Accurately documenting, recording and maintaining detailed case notes and progress reports in accordance with the Government Authority guidelines and in line with Status quality procedures
- Monitoring all ongoing support claims for payment, as per the Government Authority guidelines and in line with Status quality procedures
- Collecting outcome claims evidence from participants and / or employers and provide to the relevant DES Site Manager to process claims
- Negotiating and intervening with employers where a change in employment conditions is required, including job carving and job sharing
- Identifying and attracting "work assist" eligible participants to Status
- Negotiating workplace modifications with employers and consult with Job Access, when required
- Liaising with Job Access in regards to the Employment Assistance Fund (EAF)
- Completing Wage Subsidy paperwork in accordance with the Government Authority guidelines
- Developing, engaging and/or maintaining links with associated and relevant support agencies, mental health providers and other key stakeholders, including educators, family members, advocates and social workers
- Canvassing industries and employers for suitable vacancies for jobseekers with a disability
- Developing and maintaining ongoing relationships with employers
- Undertaking WHS Risk Assessments as required
- Liaising with the Ongoing Support Assessor after 6 months of employment and after 12 months of Ongoing Support being provided to a participant to facilitate movement of the participant to the Ongoing Support phase and again to determine if further support is required ongoing
- Conducting administrative activities consistent with contractual and legislative requirements, and the Organisations policies and procedures
- Participating in professional development and training as required
- Participating in Status meetings and functions as required
- Any other duties as directed

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### **Quality Standards, Regulations and Responsibilities:**

The Employment Support Consultant is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- National Standards for Disability Services (NSDS)
- Government authority Contractual requirements
- Government authority Code of Practice and relevant Service Guarantees
- Government authority Complaints Procedures
- ISO 9001
- Work Health and Safety Act 2012
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations

### **Qualifications & Experience:**

- Experience in Disability Employment Services in an Ongoing Support role an advantage
- Certificate III in Individual Support (Disability), an advantage
- Experienced in managing claims within an employment services environment (preferably DES)

### **Key Skills/Attributes:**

- Demonstrated ability to engage with people at all levels
- High level of communication, interpersonal and negotiation skills
- Strong problem solving and conflict resolution skills
- Able to build and maintain long term relationships with key stakeholders
- Proven ability to initiate and implement innovative outcome focussed strategies
- Understanding of barriers to employment faced by people who are unemployed
- Excellent organisational skills
- Strong numerical skills
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Work Health and Safety, Privacy and Freedom of Information
- Computer literate in Microsoft Office, Outlook, internet and databases systems
- Knowledge and experience working with indigenous clients and other culturally diverse backgrounds

### **Additional Factors:**

- This position may require some out of hours work by negotiation with the manager
- The position may require occasional attendance at meetings or training outside normal business hours
- Driver's license essential
- National Police Clearance prior to commencing employment
- Working with Children Check if working

### **Selection Criteria**

- Experience in the Employment Services or similar industry in working with a wide range of jobseekers to support them during employment
- Highly developed communication, interpersonal and negotiation skills with a strong emphasis on engaging jobseekers whilst supporting them to maintain employment.
- Demonstrated ability to liaise with employers and key stakeholders
- Proven ability to work as part of a dynamic, target and outcomes focussed team as well as operating autonomously