

Human Resources

Position Description



E9.PD-28

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| Position Title: | Career Support Coach |
| Responsible to: | Business Manager |
| Location: | Hindmarsh and Noarlunga |
| Hours: | 76 hours per fortnight but subject to Organisational requirements |

Position Overview

The Career Support Coach is responsible for offering advice around appropriate behaviour, language, and response formulation during interviews. The role will involve providing support with interviews, conducting mock interviews and providing feedback and advice that improves the Participants chances of re-entering the paid workforce, and includes guidance and advice about how to market oneself in an interview.

The Career Coach will also be responsible for the delivery of a structured program of face-to-face delivery and digital learning to a variety of Participants including delivery of youth focus employment programs. The role will assist to equip Participants with pre-employment skills and prepare them to meet the expectations of employers in securing sustainable employment.

Personal Attributes

You will be a mature minded individual with a high level of interpersonal communication, organisational and negotiation skills. You will possess a demonstrated ability in delivering programs both within a group setting and on a one-on-one basis. You will be able to build strong relationships with a broad range of key stakeholders and be able to show initiative and professionally represent the Organisation. You must be a flexible, resilient, outcome-focused individual possessing a can-do attitude. You will be able to demonstrate skills that engage job seekers and motivate young people on their path to employment.

Responsibilities:

The Career Support Coach is responsible for:

- Assisting Participants who may have possibly been unemployed for long periods of time and may have multiple barriers to employment
- Carrying out an assessment to determine the appropriate guidance and/or development that will improve the Participants chances of re-entering the workforce.
- Ensuring referrals to all the Dress for Success Adelaide courses are fully subscribed upon commencement
- Ensuring all Participants have a professional resume and cover letter
- Providing individualised advice to Participants around job searching and interview techniques,
- Providing guidance and detail to Participants about working conditions upon commencing employment and ensuring job retention
- Monitoring job seeking activities and providing effective advice and assistance to Participants
- Identifying any suitable vacancies in the local labour market
- Facilitating the delivery of various programs, which includes:
 - Monitoring and submitting daily Participant attendance
 - Providing Participants with a foundation to understand and participate in the expected behaviours, interactions and attitudes required to function in the workforce
 - Challenging the attitude of the Participants and encouraging the adoption of normative behaviours expected by employers
 - Providing industry awareness experiences as part of the program
 - Conducting entry and exit assessments that outline the Participants readiness for work
 - Conducting unit based competency assessments with the Participants as required
 - Liaising with management and arrange guest speakers relevant to the delivery of the program
 - Any other duties associated and directed by management
- Assisting with facilitation of the monthly Professional Women's Groups (PWG)
 - Gather relevant information to provide workshops that engage guest speakers for the Professional Women's Groups
- Promoting Eighty9 Limited and maintaining a high profile and professional company image
- Conducting administrative activities consistent with Eighty9 Limited contractual and legislative procedures

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- Participating in professional development and training as required
- Involvement and participation in Eighty9 Limited meetings and functions as required
- Maintaining professional relationships with staff and key stakeholders at all times
- Promoting the activities and services of the Organisation to government, industry, other employers and job seekers
- Providing a high quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance
- Adhering to the requirements and standards of the Organisation's Quality Management System
- Other duties as directed.

Quality Standards, Regulations and Responsibilities:

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

- Dress for Success Adelaide Affiliation requirements, specifications and service guarantees
- ISO9001
- ISO27001
- The Organisation's Policies and Procedures
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations.
- The Government Authorities Contractual requirements
- The Government Authorities Code of Practice and relevant Service Guarantees
- The Government Authorities Complaints Procedure
- The Government Authorities Deed and Guidelines
- National Standards for Disability Services (NSDS)
- Performance and Quality Framework
- The Organisations Work Health and Safety System and Work Health and Safety Act 2012

Qualifications:

- Relevant experience in career counselling or in a similar industry that focuses on returning people who are experiencing unemployment, injuries or disabilities to the paid workforce
- Qualifications in Career Counselling, Training, HR Management or Behavioural Sciences an advantage but not essential.

Key Skills/Attributes required to fulfilling position:

- Demonstrated ability to engage Participants and focus them on obtaining paid employment
- Demonstrated ability to provide innovative advice and guidance that address employment barriers and take into account labour market trends
- A sound knowledge of the barriers to employment faced by Participants and the effects of unemployment
- Excellent organisational skills
- High level of communication, interpersonal and negotiation skills
- Strong positive problem solving and conflict resolution skills
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Occupational Health and Safety, Privacy and Freedom of Information
- Computer skills – Word, Excel, Internet & E-mail.

Selection Criteria

- Experience in an industry that involves case management working with a wide range of Participants to assist them gain employment
- Highly developed communication, interpersonal and liaison skills with a strong emphasis on engaging Participants and effectively preparing them to return to employment.
- Demonstrated ability to work with key stakeholders and communities
- Proven ability to work as part of a dynamic, and outcomes focussed team as well as operating autonomously

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Additional Factors:

- This role may require the use of the Status Skills Lab bus in order to facilitate the pre-employment youth programs, therefore, a LR class (Light Rigid) drivers licence is desirable
- This position may require occasional attendance at meetings or training outside normal business hours.
- National Police Clearance
- Working with Children Check and/ or DCSI (SA)
- COVID-19 vaccination schedule