

# Human Resources

## Position Description



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<b>Position Title:</b>	Post Placement Support and Claims Consultant: Inclusive Employment Australia
<b>Responsible To:</b>	Compliance Manager: Employment Services
<b>Location:</b>	Employment Services Sites
<b>Hours:</b>	76 hours per fortnight, subject to organisational requirements

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### **Position Overview**

The Post Placement Support and Claims Consultant (IEA) is responsible for managing a caseload of Participants who have entered employment. This role involves regularly monitoring Participant's employment by providing Post Placement Support, liaising with employers, tracking outcomes via Workforce Australia for Providers, to gain documentary evidence and ensure it meets government authority guidelines, and to process Outcome claims and Ongoing Support Fees

### **Personal Attributes**

This position requires a mature and professional individual with excellent interpersonal communication and organisational skills, capable of managing competing priorities effectively. You will possess the ability to build and maintain strong relationships with a diverse range of key stakeholders, including employers, participants, and internal teams. A team player, you will demonstrate initiative while also collaborating with others to achieve shared goals. You will professionally represent the Organisation whilst maintaining a solutions-oriented approach to achieving positive outcomes. A flexible, outcome-focused individual with a can-do attitude, you will be committed to ensuring the best possible employment outcomes for Participants which requires the ability to understand and interpret complex government contracts and associated guidelines.

### **Responsibilities:**

The Post Placement Support and Claims Consultant (IEA) is responsible for:

- Contacting employers as required by the Organisations Post Placement Support system
- Identifying and referring all problems to Site Managers that may affect Outcome claims as well as Ongoing Support service fees
- Contacting employers to verify hours and wages
- Applying an individualised approach with employer contacts and thoroughly confirm Participant's attendance and performance
- Preparing and forwarding documentation to verify employment to employers
- Ensuring documentation meets the Deed, Guidelines and Organisations compliance requirements
- Lodging claims in Workforce Australia for Providers in a timely and accurate manner
- Following up outstanding claims on a daily basis
- Providing appropriate intervention measures to ensure Outcome claims as well as Ongoing Support service fees
- Review, process, and track Ongoing Support Fees for Participants to ensure accurate and timely submissions
- Providing a high-quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance
- Ensure Resume QA Audits are conducted to a high quality within the given timeframe
- Promoting the full range of Eighty9 services under the Global Service Model when communicating with employers including but not limited to BlueSky Mind, Workforce Connect and the Pivot Training hubs.
- Conducting administrative activities consistent with contractual, legislative requirements and Status procedures
- Participating in professional development and training as required
- Participating in Eighty9 meetings and functions as required
- Adhering to the requirements and standards with the Organisation's Quality Management System
- Other duties as directed by Compliance Manager: Employment Services

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

The Post Placement Support and Claims Consultant (IEA) is responsible for compliance with the following regulations, standards and codes:

- The Organisation's Policies and Procedures
- The Government authority Contractual requirements
- The Government authority Code of Practice and relevant Service Guarantees
- The Government authority Complaints Procedure
- The Government authority Agreement and Guidelines
- ISO 9001
- ISO 27001
- National Standards for Disability Services (NSDS)
- The Organisation's Work Health and Safety System
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations

### **Qualifications:**

- Relevant experience in Disability Employment Services or similar industry in a role with an emphasis on post placement support and/or claims compliance

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

- Demonstrated ability to engage with employers
- Excellent organisational skills
- Strong numerical and analytical 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, Work Health and Safety, Privacy and Freedom of Information
- Computer literate in Microsoft Office, Outlook, internet and databases systems
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity
- Knowledge and experience working with people from Indigenous and culturally diverse backgrounds

### **Additional Factors:**

- This position may require occasional attendance at meetings or training outside normal business hours.
- Driver's licence
- National Police Clearance prior to commencing employment
- Working with Children Check
- Current COVID-19 vaccination schedule

### **Selection Criteria**

- Experience in Disability Employment Services
- Highly developed communication, interpersonal and liaison skills with a strong emphasis on engaging employers and effectively supporting them to ensure Participants remain in employment
- Demonstrated ability to liaise with employers
- Proven ability to work as part of a dynamic, target and outcomes focussed team as well as operating autonomously