

# Human Resources

## Position Description



E9. PD-71

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<b>Position Title:</b>	Community Connection Specialist – IEA
<b>Responsible To:</b>	Access and Inclusion Manager – IEA
<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 Community Connection Specialist – IEA (Inclusive Employment Australia) is responsible for proactively developing and maintaining ongoing relationships with key community stakeholders to deliver high quality and effective referral pathways for services important to our Participants in accordance with the Global Service Model (GSM). The Community Connection Specialist – IEA sources suitable community services for Participants with a focus on outcomes that will lead to sustainable employment. Integral to this role is a strong understanding of local community organisations, the needs of Eighty9 Limited Participants, trends in community needs and strong relationship building expertise.

### **Personal Attributes**

You will be a mature minded team player with a high level of interpersonal communication and organisational skills. You will possess networking, communication, marketing and liaison skills and be able to build strong relationships with a broad range of key stakeholders while professionally and ethically representing the Organisation. You must be able to demonstrate efficient and effective strategies to positively assist Participants into the workforce by working with community organisations and programs to order to meet the needs of Participants.

### **Responsibilities**

The Community Connection Specialist – IEA responsibilities include:

- Ensure all Key Performance Indicators (KPI) are achieved
- Match Participants with community organisations and programs to meet their needs
- Identify, develop and maintain effective relationships with community organisations and programs within specific high demand services that support participants with non-vocational barriers
- Canvas community organisations and programs for an understanding of their availability, waitlists and intake processes
- Engage directly with Participants across the Organisation's Employment Services Contracts to understand their unique needs and assist them to understand the local community services and programs
- Ensure notice boards across all sites are up to date with local community services and programs
- Communicate regularly with the Employment Services teams on available services and programs in community
- Market Pivot Training programs to Participants
- Actively contribute and collaborate as a key member of the Facilitation Team
- Facilitate and engage in internally hosted and external stakeholder networking events
- Promote and represent all services delivered by the Organisation to Participants
- Conduct administrative activities consistent with Government Authority Deeds, guidelines and Organisational requirements
- Participate in professional development and training as required
- Involvement and participation in Status meetings and functions as required
- Other duties as directed

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

The Community Connection Specialist – IEA is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- Government Authority Contractual requirements
- Government Authority Code of Practice and relevant Service Guarantee

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- Government Authority Complaints Procedures
- Government Authority Deed and Guidelines
- Performance and Quality Framework
- National Standards for Disability Services
- ISO 9001: 2015
- ISO 27001: 2022
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- The Organisations Work Health and Safety System
- Work Health and Safety Act 2012

### **Qualifications**

- Relevant experience in community and human services
- Experience working with young people and people living with disability including those who may also be Indigenous or face barriers such as drug and alcohol dependency, homelessness, domestic violence and psychological disorders is highly desirable
- Qualifications in Social Sciences an advantage but not essential

### **Key Skills/Attributes**

- Ability to develop and maintain ongoing relationships with all key stakeholders
- Ability to identify barriers and refer to relevant community service and programs to effectively place Participants into sustainable employment that leads to full outcomes
- Proven ability to implement innovative outcome-focused strategies
- Demonstrated experience in meeting and exceeding KPI's
- Excellent organisational skills
- Advanced communication, interpersonal, collaboration and negotiation skills
- Effective problem solving and conflict resolution skills
- An understanding 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 Indigenous clients and other culturally diverse backgrounds

### **Desirable Skills/Attributes**

- Experience working with disadvantaged Participant groups such as people with disability, from culturally and linguistically diverse backgrounds, drug and alcohol dependency, homelessness, domestic violence and psychological disorders, is desirable.

### **Additional Factors**

- Driver's license is essential (alternative transport means by negotiation)
- This position may require occasional attendance at meetings or training outside normal business hours
- National Police Clearance prior to commencing employment
- Working with Children Check – state based

### **Selection Criteria**

- Proven ability to build relationships with community organisations and programs
- Highly developed communication, interpersonal and liaison skills with a strong emphasis on building networks and relationships with community