

Human Resources

Position Description



E9.PD-74

Position Title:	Employment Coach – IEA
Responsible To:	Employment Service Area Manager – IEA
Location:	Employment Services sites
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The Employment Coach – IEA (Inclusive Employment Australia) is responsible for engaging, facilitating and empowering a caseload of Participants who may have multiple and complex personal and vocational barriers to employment, including a range of physical and mental health issues. This role involves guiding Participants to develop appropriate skills and attributes to improve their employment prospects and gain meaningful employment. The Employment Coach – IEA facilitates and implements pre-employment strategies, delivered through the Organisations Global Services Model (GSM), that focus on achieving return to the paid workforce.

Personal Attributes

You will be a mature minded individual with a high level of interpersonal communication social interaction and active listening skills. You must be flexible; outcome focused and possess a can-do attitude. You will possess an empathetic approach and be able to build trust and rapport with Participants who may be experiencing mental health issues. You will be able to effectively engage, empower and motivate Participants with a non-judgmental approach. You will be a team player, with a demonstrated ability to work collaboratively, show initiative within and across teams and demonstrate high levels of honesty and integrity in order to deliver high quality, personalised and culturally competent services.

Responsibilities:

The Employment Coach – IEA responsibilities include:

- Ensure all Key Performance Indicators (KPI) are achieved
- Manage a caseload of Participants who are experiencing personal and vocational barriers to employment, and assist them into the paid workforce
- Provide Participants with a professional quality resume on commencement into services
- Develop a tailored Meaningful Job Plan to engage Participants in a mix of individual, group and self-directed activities according to the requirements of the government authority contract and Status Global Service Model
- Refer Participants to the Organisations BlueSky Mind Studio to access counselling, career guidance and social skills training
- Coordinate and facilitate social prescribing activities as recommended by the BlueSky Mind Studio to address Participants non-vocational barriers including socio-cultural, personal, legal and accommodation issues
- Facilitate Participant connections to Pivot Training and other education and training providers to gain a vocationally oriented qualification
- Facilitate pathways for Participants to access employment and other labour market opportunities including gaining industry experiences through Workforce Connect
- Coordinate Participant clearances, drug and alcohol testing, medical assessments and licensing as required
- Purchase interview attire, equipment, data and other work-related items to improve Participants work readiness
- Facilitate delivery of The Empower Program and Work Links Program to Participants, in conjunction with Workforce Connect
- Provide Post Placement Support to Participants including maintaining regular contact to identify additional interventions to sustain employment in conjunction with Employment Service Area Manager – IEA.
- Provide high quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance
- Promote Status and maintain a high profile and professional company image
- Conduct administrative activities consistent with contractual and legislative requirements, and Status Employment Services procedures
- Participate in professional development and training as required
- Involvement and participation in Status meetings and functions as required
- Other duties as directed by management

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Quality Standards, Regulations and Responsibilities:

The Employment Coach – 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
- 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:

- A relevant qualification in Employment Services, Training & Assessment, Health or Social Services is an advantage
- Relevant experience in employment services or similar in a case management role that focuses on assisting Participants into employment or further education

Key Skills/Attributes:

- Experience working with disadvantaged Participants with a disability
- Demonstrated ability to engaged Participants with a disability and focus them on obtaining paid employment
- Demonstrated ability to provide quality, culturally appropriate and effective services that address education and employment barriers facing Participants
- Demonstrated ability to implement innovative case management strategies through the Organisation Global Services Model
- An understanding of the role of labour market experiences and vocational training in preparing Participants for education and employment
- Excellent organisational skills
- Advanced written and digital 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 database systems
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity
- Knowledge and experience working with Participants from Culturally and Linguistically Diverse backgrounds

Desirable Skills/Attributes

- Experience working with disadvantaged groups such as people with disabilities, drug and alcohol dependency, homelessness, domestic violence and psychological disorders is highly desirable
- Relevant experience in the Employment Services or similar industry in a Participant engaging role that focuses on returning people who are experiencing unemployment or other barriers to the paid workforce or education

Additional Factors:

- Drivers Licence is essential
- National Police Clearance prior to commencing employment
- Working with Children Check – state based
- Occasional attendance at meetings or training outside normal business hours

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Selection Criteria

- Experience in employment services or similar industry in a case management role working with disadvantaged Participants with multiple barriers, with a focus on returning them to the workforce
- Advanced communication, interpersonal and negotiation skills, including the ability to engage disadvantaged Participants and implement effective and holistic employment focused strategies
- Ability to establish and maintain effective relationships with private and community organisations and stakeholders that link Participants to employment
- Proven ability to work in collaboration as part of a dynamic, targets and outcomes focused team as well as operating autonomously