

# Human Resources

## Position Description



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<b>Position Title:</b>	Workplace Coach – IEA
<b>Responsible To:</b>	Employment Service Area 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 Workplace Coach – IEA (Inclusive Employment Australia) 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 Participants and employers, and possess the ability to ensure the best possible employment outcome.

### **Responsibilities:**

The Workplace Coach – IEA responsibilities include:

- Provide individualised and personalised support to a caseload of IEA 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
- Liaise with the Compliance Manager – Employment Services and Employment Service Area Manager – IEA to ensure that all participants requiring additional support during the Post Placement Support phase are handed over correctly.
- Ensure all Key Performance Indicators (KPI) are achieved, including outcomes and conversion targets
- Accurately document, record and maintain detailed case notes and progress reports in accordance with the Government Authority guidelines and in line with Organisational quality procedures
- Monitor all ongoing support claims for payment, as per the Government Authority guidelines and in line with Organisational quality procedures
- Collect outcome claims evidence from participants and/or employers and provide to the relevant Post Placement Support Consultant to process claims
- Negotiate and intervening with employers where a change in employment conditions is required, including job carving and job sharing
- Negotiate workplace modifications with employers and consult with Job Access, when required
- Liaise with Job Access in regards to the Employment Assistance Fund (EAF)
- Develop, engage and/or maintain links with associated and relevant support agencies, mental health providers and other key stakeholders, including educators, family members, advocates and social workers
- Canvas industries and employers for suitable vacancies for Participants with a disability
- Develop and maintain ongoing relationships with employers
- Undertake WHS Risk Assessments as required
- Liaise 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 again to determine if further support is required ongoing
- Conduct administrative activities consistent with contractual and legislative requirements, and the Organisations policies and procedures
- Participate in professional development and training as required
- Participate in Status meetings and functions as required
- Any other duties as directed

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

The Workplace 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 & Experience:**

- Experience in 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 IEA, formally Disability Employment Services)

### **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 focused 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:**

- Driver's license is essential (alternative transport means by negotiation)
- National Police Clearance prior to commencing employment
- Working with Children Check – state based
- Some out of hours work by negotiation with the manager
- Occasional attendance at meetings or training outside normal business hours

### **Selection Criteria**

- Experience in the Employment Services or similar industry in working with a wide range of Participants to support them during employment
- Highly developed communication, interpersonal and negotiation skills with a strong emphasis on engaging Participants 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 focused team as well as operating autonomously