

# Human Resources

## Position Description



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<b>Position Title:</b>	Link Worker: Transition to Work
<b>Responsible To:</b>	Team Leader: Transition to Work
<b>Location:</b>	Status Employment Services Sites
<b>Hours:</b>	76 hours per fortnight but subject to Organisational requirements

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### **Position Overview**

The Link Worker: Transition to Work is responsible for engaging, facilitating and empowering a caseload of Transition to Work (TtW) Participants who are at risk of long-term unemployment, are disengaged from education and training or have multiple barriers to employment. The Link Worker: Transition to Work motivates and guides TtW Participants in developing appropriate skills and attributes to gain meaningful and sustainable employment, including apprenticeships and traineeships. The Link Worker: Transition to Work facilitates connections with education, training and labour market opportunities that will position TtW Participants well for sustainable employment.

### **Personal Attributes**

You will be a person-centred, engaging and empathetic individual, highly skilled in interpersonal communication, social interaction and active listening. You will have the ability to effectively engage, empower and motivate TtW Participants. You are non-judgemental with a positive approach and are able to build strong relationships with a broad range of key stakeholders. You must be a flexible, outcome-focused individual and possess a can-do attitude. You will be able to work collaboratively within and across teams and demonstrate high levels of honesty and integrity in delivering high quality, personalised and culturally competent services. You will have excellent organisational skills, accurate record keeping, exceptional time management and advanced digital and written skills, which are vital to the success of a Link Worker: Transition to Work.

### **Responsibilities**

The Link Worker: Transition to Work is responsible for:

- Ensuring all Key Performance Indicators (KPI) are met
- Engaging and empowering a caseload of TtW Participants to reduce the risk of becoming or remaining long-term unemployed
- Providing Participants with a professional quality resume on commencement into the services
- Facilitating TtW Participant connections to the Status Upskill / Reskill RTO and other education and training providers in order for the TtW Participant to complete Year 12 or gain a vocational Certificate III or higher qualification
- Facilitating pathways for TtW Participants to access employment, apprenticeships or traineeships and other labour market opportunities through Workforce Connect
- Facilitating TtW Participant connections to the Organisations BlueSky Mind Studio for counselling, career guidance and social skills training
- Facilitating introductions and engagement with Status Indigenous Mentor, Youth Peer Mentor and other culturally appropriate community services for TtW Participants
- Developing a tailored Job Plan to engage TtW Participants in a mix of individual, group and self-directed activities according to the requirements of the government authority contract and Status procedures
- Undertaking 12 weekly Participant reviews and skills assessments as a member of the Facilitation Team in order to determine appropriate Participant servicing strategies, interventions and activities
- Provisioning access to practical skills development such as Driver's License training and other vocational and employability skills development including referrals to Skills for Education and Employment (SEE), Adult Migrant English Program (AMEP) and Employability Skills Training (EST)
- Coordinating Participant Police Clearances, drug and alcohol testing, medical assessments and licensing as required
- Purchasing interview attire, equipment, data and other work related items to improve TtW Participants work readiness
- Coordinating and facilitating social prescribing activities as recommended by the Allied Services staff to address TtW Participants non-vocational barriers including socio-cultural, personal, legal and accommodation issues
- Facilitating delivery of The Empower Program and Work Links Program to TtW Participants
- Providing Post Placement Support to TtW Participants including maintaining regular contact to identify additional interventions to sustain employment and education

# Human Resources

## Position Description



- Providing a high quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance
- Promoting Status and maintaining a high profile and professional company image
- Conducting administrative activities consistent with contractual and legislative requirements, and Status procedures
- Participating in professional development and training as required
- Participating in Status meetings and functions as required
- Adhering to the requirements and standards within the Organisations Quality Management System
- Other duties as directed by Employment Region Manager: TtW and Team Leader: TtW

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

The Link Worker: Transition to Work is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- Performance and Quality Framework
- Government Authority Contractual requirements
- Government Authority Code of Practice and relevant Service Guarantee
- Government Authority Complaints Procedures
- Government Authority Deed and Guidelines
- ISO 9001
- ISO 27001
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- The Organisations Work Health and Safety System and Work Health and Safety Act 2012

### **Qualifications**

- Qualifications in Employment Services, Youth Work, Training, Human Resource Management or Behavioural Sciences an advantage but not essential.

### **Key Skills/Attributes**

- Demonstrated ability to engage Participants and focus them on obtaining education and paid employment
- Demonstrated ability to provide quality, culturally appropriate and effective services that address education and employment barriers facing Participants
- A sound knowledge of the vocational and non-vocational barriers to employment faced by Participants and the effects of long term unemployment
- An understanding of the role of labour market experiences and vocational training in preparing Participants for education and employment
- Excellent organisational skills
- Advanced digital and written 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 Indigenous Participants and those from culturally and linguistically diverse backgrounds.

### **Desirable Skills/Attributes**

- Experience working with disadvantaged groups such as youth with disability, 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 disabilities to the paid workforce or education

# Human Resources

## Position Description

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### **Additional Factors**

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

### **Selection Criteria**

- Experience in the Employment Services or similar industry in a frontline role working with a wide range of Participants to assist them to gain sustainable employment and/or education
- 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 private and community organisations and stakeholders to link Participants to employment and education opportunities
- Proven ability to work as part of a dynamic, targets and outcomes focussed team as well as operating autonomously