

# Human Resources

## Position Description



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<b>Position Title:</b>	Post Placement Support and Claims Consultant: Transition to Work
<b>Responsible To:</b>	Compliance Team Leader : 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 is responsible for managing a caseload of Participants who have entered employment or education. This role involves regularly monitoring Participants employment and education by providing Post Placement Support, liaising with employers and education institutions, tracking outcomes via JRRR/JEHR, to gain documentary evidence and ensure it meets government authority guidelines, and processing outcome claims.

### **Personal Attributes**

This position requires a mature minded individual with a high level of interpersonal communication and organisation skills. You should have the ability to build strong relationships with a broad range of key stakeholders. You will be a team player, with a demonstrated ability to show initiative and who will professionally represent the Organisation and actively promote our Global Service Model to employers. 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 and education outcome.

### **Responsibilities:**

The Post Placement Support and Claims Consultant: Transition to Work is responsible for:

- Contacting employers and Participants as required by the Organisations PPS system
- Contacting employers, education institutions and Participants to verify hours and wages
- Applying an individualised approach with employer and Participant contacts and thoroughly confirming jobseekers performance
- Preparing and forwarding documentation to verify employment to employers and Participants
- Lodging outcome claims in Workforce Australia for Providers in a timely manner
- Following up outstanding claims on a daily basis
- Providing appropriate intervention measures to ensure outcome claims are achieved
- Identifying and referring all problems that may affect outcome claims to Compliance Team Leader: Employment Services
- Ensuring documentation meets the Deed, Guidelines and Organisations compliance requirements
- Ensure Resume QA Audits are conducted to a high quality within the given timeframe
- Responding to requests by the Compliance Team Leader: Employment Services in relation to Post Placement Support in a timely manner
- Providing a high quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance
- Promoting the full range of Status services under the Global Service Model when communicating with employers including but not limited to BlueSky Mind, Workforce Connect and the Upskill Reskill hubs.
- 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 with the Organisations Quality Management System
- Other duties as directed by the Compliance Team Leader: Employment Services

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

The Post Placement Support and Claims Consultant: Transition to Work 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 Guarantees
- Government authority Complaints Procedures
- ISO 9001
- ISO 27001
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- Work Health and Safety Act 2012

### **Qualifications:**

- Relevant experience in the Employment Services or similar industry in a role that focuses on supporting people who are, or have, returned to the workforce

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

- Demonstrated ability to engage Participants
- Excellent organisational skills
- Strong numerical 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 indigenous clients and other culturally diverse backgrounds

### **Additional Factors:**

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

### **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 liaison skills with a strong emphasis on engaging Participants and effectively supporting them in their return to employment
- Demonstrated ability to liaise with employers and educational institutions
- Proven ability to work as part of a dynamic, target and outcomes focussed team as well as operating autonomously