

JobCo. Employment Services Inc.

POSITION DESCRIPTION

Title:

Employment Consultant - Full Time
Disability Employment Services

Accountability:

The Employment Consultant will be accountable to the DES Coordinator.

Program Description:

The Disability Employment Service is a Department of Social Services (DSS) funded program. The program aims to assist people with disabilities to find work and participate in their community. DES seeks to provide intensive vocational support to people identified as having a disability. Participation in DES is generally mandatory but is open to voluntary participation.

JobCo. is a founding member of the Working Communities Network (WCN). WCN is made up of three highly successful and well established community organisations who provide DES services across 31 sites in Melbourne and Geelong.

Purpose of Position:

The Employment Consultant will work with the appropriate DES Coordinator and DES Manager of WCN JobCo. Employment Services to ensure that the most appropriate and effective services are provided to DES participants.

The Employment Consultant will be allocated a case load for which they are responsible. They will be required to meet with participants regularly working intensively towards the objectives of the program. Contribution as a team member ensuring successful organisation performance in regards to both individual KPIs and organisational performance.

Duties:

1. To undertake initial referral interviews and assessments for clients with a disability in accordance with JobCo. and WCN procedural guidelines, and any relevant legislative requirements.
2. To provide intensive support to allocated caseload (ensuring compliance with contractual requirements) assessing vocational goals and addressing employment barriers through a range of interventions.
3. To carry an active caseload of between 40 and 60 active clients, that is clients that are attending for regular appointments and genuinely seeking employment.
4. Assist clients to develop, review and update Employment Pathway Plans (EPP) as required in accordance with JobCo. procedures and DSS funding agreements. EPPs must reflect the individual participant's circumstances and their activity test requirements and be reviewed at each appointment.
5. Achieve monthly KPIs and review progress at regular performance meetings with DES Coordinator.

6. To ensure an up to date knowledge of all practices and procedures in the DES case management process from and including direct registration processes, initial interview through employment/education placement process to client exit after finalisation of OSS.
7. Develop client based marketing plans and strategies to assist work re-entry including training and skills development where appropriate.
8. Actively reverse market clients into targeted employment areas.
9. To ensure that all tasks and alerts in ESS and JDE MAX are up to date and actioned in accordance with DSS and WCN JobCo. timeframes.
10. Maintain up to date detailed records of client contacts and progress in ESS and JDE MAX.
11. To ensure all WCN JobCo, DSS and Centrelink administration, assessments and reporting requirements are completed within set time frames and in accordance with WCN JobCo. policies and procedures.
12. To provide effective post placement support and ensure documentary evidence is sufficient to enable the processing of job placement fee and outcome claims.
13. Ensure confidentiality of information/privacy and dignity of participants in accordance with Disability Service Standards, WCN & JobCo. policies and procedures.
14. Liaise with government and other agencies within the employment and mental health fields. This includes direct registration of voluntary participants through your networks.
15. To promote the dignity, independence and rights of each client and abide by the Disability Discrimination Act, the Workplace Relations Act, Equal Opportunity Legislation, Disability Service Standards and other relevant legislation.
16. To attend regular staff meetings and other professional development activities such as monthly supervision with an external counsellor.
17. Attend all other meetings as a representative of WCN JobCo. as requested by the DES Coordinator or DES Manager.
18. To provide input into continuous improvement of service delivery and to work with the DES team to ensure best practice.
19. Undertake any other tasks as directed by the DES Coordinator or DES Manager.
20. To conduct and complete all on line training modules as required by WCN JobCo. within agreed timeframes.

Key Selection Criteria:

1. Possess a strong knowledge of mental health conditions and the ability to work closely with clients who may have a variety of disabilities.
2. Ability to work with and advocate for people with a disability in terms of sourcing employment.

3. Ability to work under a performance based model of funding and achieve set employment outcomes (as indicated by KPIs) for clients.
4. Ability to work in a semi autonomous position within a team environment .
5. Ability to evaluate, monitor and report individual client progress within set time frames.
6. Demonstrated high level information technology skills and the ability to adapt to new and innovative software.
7. Excellent verbal and written communication skills.
8. Positive attitude and motivated to achieve results.
9. Proven track record of achieving set performance standards and KPIs.

KPIs

1. To anchor a **minimum 10%** of DES client caseload per month into employment in accordance with their benchmark hours.
2. To achieve a **minimum** conversion of 60% of all job placement anchors into 13 week outcomes per 12 month period, with at least 65% of these being full outcomes.
3. To achieve a **minimum** of 65% 26 week outcomes per year 12 months period, with a minimum of 75% being full outcomes.
4. To ensure 100% compliance within the contractual guidelines including JobCo. policies and procedures including JDE MAX alerts and filenotes including keeping up to date JDE Max notes and future appointments for all clients, both in ESA and PPS/OS. *The only exception with future appointments will be where clients are being PR'd or have suspension dates too far in the future to allow future appointments to be entered.*
5. Ensure 100% of claims are accurate and submitted within the required timeframe. Claims that are missed or unable to be taken may result in disciplinary action.

Please note that staff are expected and required to achieve these KPIs over a 12 month period. 13 and 26 week employment outcome KPIs will only be measured following an Employment Consultant being employed for a period of 13 weeks themselves.

Other requirements:

- A current Victorian Drivers Licence.
- A willingness to learn and be involved in professional and personal development.
- A current police check (please note all applicants incur the cost of this check themselves).

Salary and Conditions:

- In accordance with the Labour Market Assistance Industry Award 2010, dependent upon qualifications and experience.

- Salary Packaging is available upon request.
- Position will be full time; hours are 9am to 5pm, with 45 minute lunch break with the need for some flexibility from time to time.
- Position will be based at a designated site but may include other sites as directed by direct line manager or senior management team.

To be signed in agreement of all duties and KPIs set down:

I, _____ have read, understand and agree to carry out
(Employee's Name)
the above listed duties.

Signed: _____ Date: _____

Witnessed by: _____
(Manager's Name)

Signed: _____ Date: _____