



## POSITION DESCRIPTION

<b>Position Title:</b>	Employer Relationship Consultant (NEST)
<b>Department:</b>	Employment Services

### ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With over 40 years of history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our Job Seekers. This is achieved by working with our Job Seekers to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

### PRIMARY PURPOSE OF ROLE

This role is responsible for developing new and sustaining current business growth through the identification of opportunities within the Employment Region for employment and activity outcomes.

Success will be dependent upon establishment of strong partnerships with employers, voluntary organisation and industry stakeholders by identifying and responding to employer/industry needs with a tailored suite of services including but not limited to: work experience, voluntary (or WFD) work, recruitment and retention.

Direct Reports to this Role	Total Number of Reports
Nil	Nil

### Key Relationships

<b>Internal</b>	<ul style="list-style-type: none"> <li>Managers</li> <li>Employment Consultants</li> <li>Performance &amp; Strategy Unit</li> <li>Counsellors</li> <li>Trainer and Assessors</li> <li>Business Development Consultant</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Industry stakeholders</li> <li>Businesses</li> <li>Employer associations</li> <li>Training providers</li> <li>Support services</li> <li>Relevant Department Agencies</li> <li>Other Employment Services Agencies</li> </ul>

## KEY RESPONSIBILITIES / DUTIES

### Business Development

Develop new business growth through the identification of opportunities within the employment region for industry partnerships which will secure employment/activity opportunities for job seekers.

Prepare and execute presentations, proposals, and participate in negotiations with new and existing employers/hosts to achieve objectives.

Build partnerships with business and industry, including facilitation of industry meetings, targeted campaigns, and design of customised solutions.

Identify employment growth areas, skills shortage and seasonal employment opportunities and develop a schedule of employer visits that are to occur.

Co-ordinate development of potential activities for job seekers to undertake which meets the needs of the caseload, local labour market opportunities and employment services participation requirements.

Establish relationships with community organisations, local councils and NFPs, charities to negotiate a range of activities that mirror “real life” work situations.

Manage job seeker referral to the activities and ensuring completion of the Host Organisation Agreement (where necessary).

Ensure Job seeker has satisfactorily completed relevant checks (eg: criminal records and working with vulnerable persons checks), where required.

Provide input and assist with implementation of procedures to support the delivery of activities such as risk assessments, insurance requirements, purchase of equipment / tools etc and employment checks are in place.

Conduct risk assessments of each potential activity to identify any work, health and safety issues and steps that will be taken to address such issues.

### Job seeker servicing

Manage a caseload of job ready job seekers with aim of finding and matching them to employment solutions.

Conduct one on one job seeker interviews to understand barriers to employment and refer to suitable employment when job ready

Provide placed job seekers with post placement support services to support sustainable employment.

Manage vacancy enquiries from job seekers and candidates.

Provide assistance to job seekers on methods to secure employment, including improving resume, guidance on interview skills and career and labour market information.

Develop and facilitate industry specific Work First Programs.

### Employer / industry relationship management

Conduct business needs assessment to build a profile of a client organisation, including current vacancies, recruitment challenges and future opportunities.

Partner with other employment service providers (RTOs, group training, ACTS, Labour Hire) to satisfy employer requirements

Work closely with employers and offer a range of services that are customised to employer needs.

Partner with peak industry association bodies and prepare industry specific programs and activities to target relevant needs.

Conduct needs analysis for employers and clients and tailor services accordingly.

Provide total recruitment, onboarding and induction solutions to industry, including post placement support services.

### Administration

Comply with Department guidelines as they relate to a diverse range of cohorts

Address and rectify post placement support issues as identified. Utilise employer incentives / subsidies to secure employment opportunities for our job seekers.

Maintain privacy and security of all records according to the Social Security and Privacy Acts

Maintain and update IT systems to support all activities undertaken.

Provide progress reports to Team Leader on KPIs and “pipeline” activities.

Correctly document information in accordance to the Employment Services contract, guidelines, Key Performance Indicators

and MADEC Work Instructions.
<b>Corporate responsibilities</b>
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.
Participate fully in staff appraisal and professional development review processes.
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.
Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.
<b>New Employment Service Trial</b>
Provide overview as requested of servicing success of trial model as it relates to jobseekers
Actively engage with department & MADEC working groups and feedback sessions
Contribute to the ongoing development of a trial model

**Qualifications and Experience:**

	Essential	Desirable
<b>Qualifications</b>	Drivers Licence Working with Children or DCSI check National Police Check	Certificate IV in Employment Services
<b>Experience:</b>	Experience and proven aptitude for reverse marketing, cold calling and rapport building with external customers	A demonstrated background in B2B consultative sales
<b>Skills:</b>	Understand market and industry players and requirements across Employment Region. Robust and persistent approach to identify and secure new business Demonstrated results in securing new business Ability to effectively work with diverse range of clients (youth, disability, indigenous, mature age) Demonstrated computer literacy and data management skills High level interpersonal and communication skills Strong organisational and time management skills	

**Competencies** *All employees must:*

Adaptable	Maintain focus and productivity in changing environments, responsibilities and people. Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.

Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

<b>Competencies</b>	<i>Employment Brokers must:</i>
Partnering and Networking	<p>Build and maintain strong partnerships internally and externally that are mutually beneficial.</p> <p>Builds and maintains relationships (internally and with key external groups) that support and improve personal/team effectiveness.</p>
Resilience	<p>Deal effectively with pressure and stress.</p> <p>Maintain focus and intensity and remains optimistic and persistent, even under adversity.</p>

**Accountability**

We do what we say we will do and are responsible for our actions.

**Authenticity**

We remain true to our core purpose. We are honest, trustworthy and transparent.

**Courageousness**

We act ethically and stand up for what is right, just and fair.

**Passion**

We believe in what we do and will not waver in our commitment to achieving expected outcomes.

**Inclusiveness**

Everyone matters, we are “all” community.

**Excellence**

We are committed to continuous improvement in all we do.

**Role Description reviewed by:**

Employee Name:	S.Fush	Title:	Director – Employment Services	Date:	/ /
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**Employee acknowledgement of Position Description:**

Employee Name:		Signature:		Date:	/ /
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Please provide copy of Position Description to employee.  
Employee to sign and return to Human Resources.