



POSITION DESCRIPTION

Position Title:	Job Coach
Department:	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 clients. This is achieved by working with our clients 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

To support jobseekers to address and overcome barriers to seeking and maintaining sustainable ongoing employment. This role is responsible for the holistic servicing of jobseekers from commencement in employment services; undertaking assessments, provide linkage to appropriate referral agencies, facilitation of job search activities including in groups through to the successful ongoing employment; ongoing support activities and interventions with jobseekers for up to 6 months of employment and or removal of welfare dependency.

Direct Reports to this Role

Nil

Total Number of Reports

Nil

Key Relationships

Internal	<ul style="list-style-type: none"> Managers Employer Relations Consultant Performance & Strategy Unit Counsellors Trainer and Assessors Business Development Consultant
External	<ul style="list-style-type: none"> Employers Job Seekers Training providers Support services Relevant Department Agencies Other Employment Services Agencies

KEY RESPONSIBILITIES / DUTIES

Job seeker servicing

Conduct face to face assessment interviews with job seekers to outline service delivery and assess level of job readiness

Prepare for and support jobseekers in the preparation of resumes and job applications

Conduct ongoing assessments of job seekers to coach and mentor them in effective job readiness / job search activities. This includes assisting them in referrals to external referral services, job application letters, job search via newspapers, internet etc., and tips for interview and contact with potential employers. This will occur one on one and via group facilitation

Maintain up to date information in relevant database systems

Co-ordinate referrals to internal and external service providers (ie: training, counselling)

Follow up with job seeker when non-compliance is identified and put in corrective actions to resolve

Identify job seeker change of circumstances and conduct re-assessment

Co-ordinate development of activities for job seekers to address barriers to employment and work readiness

Manage job seeker referrals to and ongoing participation in activities

Partner with the training department and / or external RTOs for the engagement of jobseekers in study

Co-ordinate job seeking hours of participation of each activity and record in IT system where required

Build partnership with Employment Relationship Consultants and external providers to identify opportunities for placement of job seekers

Support jobseekers to commence employment or activity placements

Provide ongoing regular contact (minimum monthly) and interventions as required to ensure retention of employment or activity

Administration

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

Maintain a high level of contract and operational knowledge at all times

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 Management on performance against benchmarks

Correctly document information in accordance to the Departments guidelines, and MADEC procedures

Corporate responsibilities

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.

New Employment Service Trial
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
Qualification	Working with Children or DCSI check National Police Check	Drivers Licence Certificate IV in Employment Services
Experience:	Demonstrated success in assisting people find work that may have low motivation and skills	Ability to handle difficult situations and conflict.
Skills:	<p>Demonstrated strength in the use of Microsoft Office applications, particularly Word and Outlook.</p> <p>Local labour market knowledge</p> <p>Knowledge of local support services (eg: youth services, indigenous services) Mentoring / coaching</p> <p>Understand market and industry players and requirements across Employment Region.</p> <p>Ability to effectively work with diverse range of clients (youth, disability, indigenous, mature age)</p> <p>Proactive approach and willingness to assist others</p> <p>High level interpersonal and communication skills</p> <p>Strong organisational and time management skills</p>	

Competencies	<i>All employees must:</i>
Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>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.</p>
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>

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:	20/09/2019
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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.