



POSITION DESCRIPTION

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|------------------------|--------------------------------------|
| Position Title: | Post Placement Support (PPS) Officer |
| 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 a proud 50 year 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

Post placement support is a critical component of our service commitment and ensures that a job seeker is retained in employment. The PPS Officer role requires the person to work closely with both the employer and job seeker to identify any barriers that may impact upon ongoing employment and address them promptly. This person will seek to address barriers by working closely with the job seekers, Work Pathways Coordinator, Employment Broker to tailor an effective support program which may include the identification of training requirements, immediate support services and / or counselling, or wage subsidy that may assist in ensuring the job seeker is retained in the job long term.

| Direct Reports to this Role | Total Number of Reports |
|-----------------------------|-------------------------|
| Nil | Nil |

Key Relationships

| | |
|-----------------|--|
| Internal | <ul style="list-style-type: none"> Employment Broker Work Pathways Co-ordinator Area Managers / Team Leaders Central Claims Team |
| External | <ul style="list-style-type: none"> Employers Job Seekers Training providers Support services Relevant Department Agencies Other Employment Services Agencies |

KEY RESPONSIBILITIES / DUTIES

Post Placement Support

Achieve outcome claims as per site employment outcome targets, by completing the activities and tasks below:

Develop effective relationships with job seekers, employers, community organisations, Work Pathways Consultants and Employment Brokers to ensure clear lines of communication and accountability are established that will support the achievement of employment outcomes for our clients.

Complete a risk assessment for each placement that identifies the contact regime for employers and jobseekers required during the first six months' of placement and review this regime at each contact.

Maintain regular communication (at least fortnightly) with employers and job seekers to identify any challenges or barriers to ongoing employment and address immediately. Frequency of communication will be increased for high risk job seekers as they will require greater follow up and support.

When an employment placement is identified as being in jeopardy, either immediately, or as a matter of urgency, undertake action to resolve in accordance with MADEC Procedures to ensure placement continuity.

Document and record all communication/contact with job seeker and employer and action taken in the internal IT system.

Use the Employment Fund (EF) to implement support identified during contacts to increase the likelihood of achieving an outcome from the placement.

Sustain jobseeker ongoing employment by successfully re-placing job seekers who have ceased or are due to cease employment within the time constraints applicable for outcome claims. This may be achieved by working with the Work Pathway Coordinator and Employment Broker to identify other employment opportunities.

Maintain thorough knowledge of job opportunities in the local labour market, including training opportunities.

Liaise with current and potential employers to identify their current or future labour needs and market job seekers.

Maintain knowledge of indigenous cultural support, NESB (Non- English speaking background), mature age, Early School Leavers, disability support services and parent cohorts within the community.

Work closely with the central claims team to gather documentary evidence to support outcomes and wage subsidy payments where required.

Initiate or renegotiated, where required, wage subsidies for eligible jobseekers and employers.

Respond to electronic diary entries from MADEC staff where follow up with job seeker or employer is required.

Administration

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

Complete accurate and timely data entry to evidence job seeker and employer contacts and interventions implemented.

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 Area Manager on current placements with PPS intervention

Correctly document information in accordance to the Departments documentary evidence guidelines, Key Performance Indicators and MADEC Work Instructions.

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.

Qualifications and Experience:

| | Essential | Desirable |
|-----------------------|--|--|
| Qualifications | National Police Check | Drivers Licence Certificate IV in Employment Services |
| Experience | Building rapport with third party via phone contact or face to face. | |
| Skills: | <p>Analytical ability to work with data and to draw conclusions.</p> <p>Ability to exercise a sound degree of initiative, judgment, confidentiality, tact and discretion</p> <p>Proactive approach to addressing concerns as they become apparent</p> <p>Effective relationship building skills</p> <p>Able 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> <p>Ability to handle difficult situations and conflict.</p> <p>Utilise active listening skills to and questioning techniques to identify goals, strengths and obstacles to continued employment.</p> | |

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

Trust, Honesty and Accountability

The upholding of trust, honesty and individual and organisational accountability in all we do and say.

Competency

- Accountability
- Communication
- Integrity

The actions:

- Be authentic, deliver upon our promises and hold self and others accountable.
- Communicate consistently, honestly, constructively and with good intent.
- Recognise, give credit to and respect our people for their contributions.

Dignity and Respect

The right of each and every person to be treated with respect and dignity.

Competency

- Integrity
- Communication
- Team Work

The actions:

- Relate to team members and customers in a fair and equitable manner.
- Build sustainable and productive relationships across the organisation.
- Relates easily and is accepting of people from a diverse backgrounds.

Initiative and Creativity

The initiative and creative potential of individuals and the contribution they can make to MADEC.

Competency

- Adaptable
- Customer focus
- Team Work

The actions:

- Open to new ideas and seeks opportunities for improvement.
- Collaborate on changes and support ideas of others.
- Seek improvement and accept change.

Growth and Development

The professional growth and development of board members, management and staff that will enhance their skills, knowledge and experience.

Competency

- Accountability
- Adaptable
- Integrity

The actions:

- Provide service, knowledge and experience to others.
- Create a picture of success and strive for excellence.
- Provide a culture that supports continual learning.

Quality and Continuous Improvement

The development and delivery of high quality services to our clients and customers through continuous improvement and organisational development processes.

Competency

- Adaptable
- Integrity
- Customer focus

The actions:

- Understand how individual, team and department operates and contributes to business success
- Challenges the status quo.
- Seek opportunities for business benefit by continually reviewing processes to ensure best practice.

Economic, Social and Environmental Sustainability

The principles and practices of economic, social and environmental sustainability.

Competency

- Accountability
- Adaptable
- Integrity

The actions:

- Seek opportunities to improve quality and efficiencies, safety, health and the environment.
- Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
- Being thoughtful about resources.

Role Description reviewed by:

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|----------------|-----|--------|-----|-------|-----|
| Employee Name: | [] | Title: | [] | Date: | / / |
|----------------|-----|--------|-----|-------|-----|

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.