

## POSITION DESCRIPTION

<b>Position Title:</b>	Seasonal Worker Liaison Officer
<b>Department:</b>	Harvest and Labour Hire Services

### ORGANISATIONAL INFORMATION

MADEC is a successful not for profit and charitable organisation, with a proud 50 year history of providing relief to people experiencing poverty or distress. Through our four core business units;

- Employment Services
- Education and Training
- Labour Hire
- Harvest

We recognise the importance of self-worth and self-fulfilment and we recognise that those who are, or may be, disadvantaged, need and deserve our help.

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

#### **Labour Hire and Seasonal Worker Programme**

MADEC offers a comprehensive labour hire service across many industries including wineries, viticulture, labouring, mining, retail, processing, hospitality, horticulture, construction, local government, and tourism.

MADEC continues to be a large approved employer under the Seasonal Worker Programme (SWP), an initiative of the Australian Government, since its pilot programme in 2008. The SWP aims to provide relief to people experiencing poverty and disadvantage from Pacific Island countries and Timor-Leste by providing employment opportunities with Australian employers in selected industries/sectors.

The SWP also has the dual benefit of providing employers with a reliable return workforce sourced to assist in meeting unmet labour demands, when there is not enough local Australian labour to meet seasonal demand.

### PRIMARY PURPOSE OF ROLE

To provide support to workers who are on recruited from the Pacific Islands and engaged via the Seasonal Worker Programme (SWP) programme to work with host employers typically in the Horticulture and Agriculture sectors.

Direct Reports to this Role	Total Number of Reports
Nil	Nil

Key Relationships	
<b>Internal</b>	Harvest and Labour Services Manager Regional Manager Account Manager Labour Hire staff Corporate services staff (HR, Finance)
<b>External</b>	Workers engaged through Pacific Seasonal Worker programme External services i.e. accommodation providers, medical, financial, etc.

KEY RESPONSIBILITIES / DUTIES	
<b>On-hire worker liaison</b>	
Develop and maintain strong relationships with workers.	
Serve as a point of contact for all worker enquiries / matters.	
Ensure timely business centred solutions according to worker needs and objectives.	
Escalate or seek specialist advice in regards to challenging worker request / enquiries.	
Provide advice to Regional/Account Manager of any areas of concerns that workers have with their employment, accommodation and/or assignment conditions.	
Meet with the SWP participants upon arrival at accommodation, participate in the “on-arrival” briefing with a MADEC Business Development Consultant and assist the workers to prepare for their departure from country.	
Meet with SWP participants regularly to develop and maintain strong relationships.	
Identify and address any existing or potential issues which may inhibit their productivity or wellbeing and inform MADEC.	
Provide 24 hour phone contact for participants.	
Assist with development and delivery of the on-going support plan for workers by ensuring basic requirement such the provision of suitable accommodation, transport and ability to attend church etc. are occurring.	
Ensure all medical issues are dealt with promptly (which may involve taking the work to the doctor/hospital). Advise Regional/Account Manager of all medical issues.	
Act as an advocate within the community for the workers and the program.	
<b>WHS responsibilities</b>	
Advise MADEC Management of any of issues, real or potential that could put workers health and safety at risk.	
Collect and store all training records, licences, qualifications required for the safe completion of the job function or tasks to be performed.	
Promote a safety culture by conducting compulsory <b>Tool Box meetings</b> focused on safety topics related to the specific job and work function on a fortnightly basis. Record subject matter discussed and have all workers sign attendance form.	
Report and complete a <b>Incident Hazard Report Form</b> for all incidents, including near misses, and accidents to relevant personnel.	
Assist in the investigation (under advice) and gathering of information as it relates to the incident, accident and /or Workcover process.	
Where instructed, provide comprehensive <b>induction process</b> and training and document for all on-hire workers at all assignments in your area responsibility, including <ul style="list-style-type: none"> <li>▪ Job function and tasks to be performed (this must be done against the JSA);</li> <li>▪ Safety requirements related to each job function and task to be performed;</li> <li>▪ Site safety processes and procedures;</li> <li>▪ Activities, job functions or tasks that are not authorised to be performed by our workers.</li> </ul>	
Training documentation must be signed by worker and translated where necessary.	

**Corporate responsibilities**

Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

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
<b>Qualifications / Licences</b>	<p>Current drivers licence</p> <p>National Police check</p>	
<b>Experience:</b>	<p>Good knowledge of the local area and well developed community networks</p> <p>Experience working with culturally and linguistically diverse people</p>	<p>Similar support worker role</p>
<b>Skills:</b>	<p>Genuine desire to help and support people.</p> <p>Empathy and understanding to support different people and cultures.</p> <p>Accurate word processing skills and a broad knowledge of a range of computer packages, including, Word, Excel, PowerPoint, Email, Internet.</p> <p>Work under pressure with conflicting priorities, meet strict deadlines and pay attention to detail</p> <p>Well-developed interpersonal, oral and written communication skills</p> <p>Ability to comprehend and deal appropriately with confidential information.</p> <p>Ability to exercise initiative and work both independently and co-operatively as required.</p>	

**Competencies** *All employees must:*

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	<p>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</p>
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure our 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>

<p>Integrity</p>	<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>
<p>Team Work</p>	<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. Leesue	Title:	Manager – Harvest and Labour Hire Services	Date:	03.06.2020
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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

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