

## POSITION DESCRIPTION

<b>Position Title:</b>	Post Placement Support (PPS) Officer
<b>Department:</b>	Disability Employment Services (DES)

### 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

### PRIMARY PURPOSE OF ROLE

Post placement support is a critical component of our service commitment and ensures that a DES Participant is retained in employment. The PPS Officer role requires the person to work closely with both the employer and DES Participants 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 DES Participant participants and DES Employment Consultant/s 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 DES Participant is retained in long term employment.

### Direct Reports to this Role

### Total Number of Reports

<i>Nil</i>	<i>Nil</i>
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### Key Relationships

<b>Internal</b>	Quality Assurance Team Disability Employment Services Manager Employment Services staff Education and Training Staff
<b>External</b>	Employers Training providers Support service providers

## KEY RESPONSIBILITIES / DUTIES

### Post Placement Support

Support participants in long-term employment and achieve outcome claims as per site employment outcome targets, by completing the activities and tasks below:

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

Complete an assessment for each employment placement that identifies the contact regime for employers and participants required during the fifty two weeks of placement and review this regime at each contact.

Maintain regular communication with employers and participants (at least fortnightly) to identify any challenges or barriers to ongoing employment and address immediately. Frequency of communication will be increased for participants at risk of losing employment as they will require increased 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 the participant and employer and action taken in the internal IT system (iCase) and where relevant external IT System (ESS).

Use available funding to implement support identified during contacts to increase the likelihood of achieving an outcome from the placement.

Sustain participants ongoing employment by successfully seeking alternative employment opportunities if original employment is ceased or are due to cease, to ensure applicable for outcome claims are made. This may be achieved by working with the DES Manager and/or Employment Consultants to identify other employment opportunities.

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

Liaise with current employers to identify their current of future labour needs and market participants.

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.

Gather documentary evidence to support outcomes and wage subsidy payments when required and provide information on operational and performance matters that may be requested by the DES Manager or Quality Team.

Provide on the job support and training to DES Participants to maximise to possibility to sustainable employment when required.

Respond to electronic diary entries from MADEC staff where follow up with participant 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 participant 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 Quality Assurance Team 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
<b>Qualifications</b>	<p>National Police Check</p> <p>Working with Children (VIC) or DSCI child-related employment screening (SA)</p> <p>Maintenance of a current driver's licence</p>	<p>Certificate IV in Employment Services</p>
<b>Experience:</b>	<p>Building rapport with third party via phone contact or face to face.</p> <p>Experience working with persons of all abilities with a range of disabilities</p>	<p>Experience in working within the disability service area, Employment Services or similar position</p> <p>Proven ability to support participants in employment and to maintain sustainable employment outcomes</p>
<b>Skills:</b>	<p>Excellent administrative and organisational skills with a strong focus on accuracy. 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 participants (youth, 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	<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>

## Accountability

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

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>

## At MADEC We Value

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### 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:		Title:		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

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