



POSITION DESCRIPTION

Position Title:	Job Coach - Digital
Department:	Performance and Strategy

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

Working either as part of a remote team that is home based, or based at one of our MADEC offices you are to provide elite customer service digitally and to uphold a relentless belief that there are employment opportunities for everyone. Demonstrate and motivate clients to actively seek all opportunities for the return of long term meaningful employment outcomes in accordance with relevant guidelines and legislation.

Direct Reports to this Role	Total Number of Reports
Nil	Nil

Key Relationships

Internal	<p>Reports on a day to day basis to the Manager - Contact Centre</p> <p>Works collaboratively with all Employment Services staff across the organisation</p> <p>Other MADEC departments as relevant to the site (e.g. Education and Training, Labour Hire, etc.)</p>
External	<p>Job Seekers</p> <p>Employers</p> <p>Services SA</p>

KEY RESPONSIBILITIES / DUTIES

Job seeker servicing

Conduct assessment interview digitally with all new job seekers and complete a Job Readiness Assessment.

Through interview identify skills and work experience, barriers preventing job seeker finding work, training possibilities and develop a Job Plan, incorporating agreed activities, job seeking requirements, and a schedule of appointments to be held with the Employment Service provider.

Prepare resume for individual job seekers.

Conduct Virtual group appointments of job seekers to coach and mentor them in effective job search activities. This includes assisting them in job application letters, job search via newspapers, internet etc., and tips for interview and contact with potential employers.

Maintain up to date information in the database.

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

Follow up with job seeker when non-compliance is identified (by the Performance and Strategy Team) and put in corrective actions to resolve.

Conduct re-assessments as part of annual activity requirement or when there is an identified compliance requirement.

Identify job seeker change of circumstances and conduct re-assessment.

Build partnerships with Employment Service staff and external providers to identify opportunities for placement of job seekers.

Administration

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

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 the Manager - Contact Centre on Minimum Expectations and "pipeline" activities.

Correctly document information in accordance to the Departments 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
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>

Accountable

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

Authentic

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

Courageous

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

Passionate

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

Inclusive

Everyone matters, we are “all” community.

Excellence

We are committed to continuous improvement in all we do.

Role Description reviewed by:

Employee Name:	S.Thompson	Title:	Manager - Performance	Date:	02/10/2020
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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.