



POSITION DESCRIPTION

Position Title:	Job Coach
Department:	Employment 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

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	Total Number of Reports
Nil	Nil

Key Relationships

Internal	Managers Employer Relations Consultant Performance & Strategy Unit Other Employment Services staff Counsellors Trainer and Assessors Business Development Consultant
External	Employers Job Seekers Training providers Support services Relevant Department Agencies Other Employment Services Agencies

KEY RESPONSIBILITIES / DUTIES
Job seeker servicing – site based and Contact Centre
Conduct assessment interviews with new job seekers to outline service delivery and assess level of job readiness (generally face to face, excluding roles based in the Contact Centre)
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 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 in job applications, job search and tips for interview and contact with potential employers. This may occur one-on-one and via group facilitation
Coordinate and referrals to internal and external service providers (ie: training, counselling)
Coordinate and manage ongoing participation in activities to address barriers to employment and work readiness
Coordinate job seeking hours of participation of each activity and record in IT system where required
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 reassessment
Partner with the training department and / or external RTOs for the engagement of jobseekers in study
Build partnership with Employment Relationship Consultants, other Employment Services staff and external providers to identify opportunities for placement of job seekers
Support jobseekers to commence employment or activity placements
Provide ongoing regular contact (min. monthly) and interventions as required to ensure retention of employment or activity
Maintain up to date information in relevant database systems
Contact Centre further information
The Contact Centre is based in a call centre environment and contact with jobseekers is via phone or other electronic means.
Client servicing is only for Stream A job seekers only.
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. Other case management roles
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*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.

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:	
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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.