



POSITION DESCRIPTION

Position Title:	Performance Coach
Department:	Employment Services Central Support

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 over 40 years of 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

To deliver the learning and development needs of MADEC jobactive staff on a practical level and provide mentoring / coaching to new and existing employees to drive performance excellence with the knowledge and practical skills to positively contribute to performance within our service delivery commitment.

This role will form an integral role in MADEC's commitment to Quality Assurance and continuous improvement and establishment of consistent Employment Services staff knowledge base. Frequent travel is a requirement of this role.

Direct Reports to this Role

Total Number of Reports

Nil	Nil
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Key Relationships

Internal	<p>Reports on a day to day basis to Manager Performance & Strategy</p> <p>Works in collaboration with and supports Employment Services staff across all sites and Executive Services Staff</p>
External	<p>Department of Jobs and Small Business</p> <p>Department of Social Services</p> <p>Department Human Services</p> <p>External Auditors</p>

KEY RESPONSIBILITIES / DUTIES

Develop and maintain a positive supportive relationships with all employment services staff

Train, support and equip employment services staff with the knowledge, practical skills and motivation to carry out their role responsibilities in line with Department Guidelines and MADEC Procedures

Develop and deliver specific group training or one on one training to ensure competencies are achieved by individuals to improve performance and embrace change either face to face or via the MADEC learning platform

Design and expand on current training and development programmes based on both MADEC's needs and individuals needs

Evaluate the effectiveness of training programmes using surveys, questionnaires, interviews and by observation, in order to plan future training session or to amend existing ones

Develop training resources, which may involve web based resources, preparing notes and visual displays from researched information

Foster a culture of lifelong learning including identifying capability and relevant learning and development solutions

Capacity and willingness to keep informed of policy changes, changes in the external environment and respond as appropriate

Undertake site and data analysis to determine shortfalls and implement best practice strategies to improve performance

Contribute to and actively support the Service Delivery Model

Compile reports as requested by the Manager

Frequent overnight/day travel to other office locations is a requirement of this role

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	A current drivers licence	Certificate IV in Employment Services Certificate IV in Workplace Training and Assessment Internal Quality Auditor Training desirable
Experience:	Previous experience in working in employment services under contract to Department of Jobs and Small Business is required	
Skills:	<p>Thorough understanding of Employment Services Contracts.</p> <p>Well-developed communication, organisational and interpersonal skills.</p> <p>Ability to work independently, exercising initiative and the capacity to achieve work tasks within required time frames.</p> <p>Well organised and able to plan for and prioritise multiple activities in a busy workplace environment.</p> <p><u>A good understanding of privacy and confidentiality.</u></p> <p>A working knowledge of the principles of Quality Assurance.</p> <p>Ability to design and facilitate training programs and plans</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	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 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>

At MADEC We Value

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.

Position Description reviewed by:

Employee Name:	Stacey Fush	Title:	Performance and Strategy Manager	Date:	19/03/19
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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.