

## POSITION DESCRIPTION

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Position:	Employment Consultant
Position Holder:	Vacant
Division:	DES
Location:	Bayside
Supervisor:	DES Team Leader
Prepared by:	DES Project Manager
Approved by:	Operations Manager
Term of Appointment:	Ongoing
Probationary Period:	3 months
Salary Component:	Labour Market Assistance Industry Award 2010 38 hour week \$43,000pa - \$48,000pa
Entitlements:	Company vehicle Superannuation Mobile telephone allowance Performance bonus
Packaging:	Packaging available (nb. FBT guidelines non profit sector)

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### **STATEMENT OF DUTIES**

#### **PURPOSE**

The Employment Consultant will assist and motivate job seekers with a disability to locate, obtain and maintain award wage employment.

The appointee will bring to the position critical insight, empathy and commitment to uphold legal and human rights within the Disability field.

In the area of marketing, the position will require canvassing for vacancies by linking with existing employers, networking, accessing current Job Network providers and cold calling of employers.

The appointee must comply with the Disability Service Standards and maintain all client files and documentation in accordance with DEEWR requirements.

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### KEY RESPONSIBILITIES

#### 1. Functional Responsibilities

- 1.1 Effective and efficient delivery of the services to participants under the Disability Employment Services
- 1.2 Develop an understanding of a diverse range of disability issues
- 1.3 Manage all aspects of a caseload including interviewing, assessing candidates, determining training and employment needs and marketing for employment vacancies and referrals
- 1.4 Provide pre-employment training, work experience and on-site training as required
- 1.5 Develop new employment opportunities for clients by pro-actively marketing
- 1.6 Effectively communicate and document all procedures and outcomes of clients using GEMMA and ESS database programs and maintaining a hard client file
- 1.7 Complete and submit monthly reports
- 1.8 Liaise and develop strong networks with DEEWR, Centrelinks, Community providers, education providers and employers
- 1.9 Attend network meetings as required
- 1.10 Clearly understand contractual targets and conditions
- 1.11 Achieve all targets set by the organisation
- 1.12 Implement strong customer service principles and actions
- 1.13 Implement a team approach to service delivery

#### 2. Record Management

- 2.1 Maintain files and records in accordance with DEEWR requirements and with QAS procedures
- 2.2 Assure confidentiality of client records at all times

#### 3. Echo Requirements

- 3.1 Actively promote Echo's services to the community
- 3.2 Participate as a team member in meetings, planning, training, performance and evaluating programs
- 3.3 Participate in the ongoing development of Quality Assurance and OHS
- 3.4 Participate in internal audits
- 3.5 Clearly understand and adhere to the contractual requirements and conditions of the project
- 3.6 Adhere to Echo's organisational policies and procedures

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### ORGANISATIONAL RELATIONSHIPS

Number of employees reporting directly to you: nil

Number of employees within your team:

Number of clients serviced by your Division:

Number of clients your are responsible for:

### Internal Relationships

Employees include volunteers and work experience participants.

All staff is accountable to a Board of Management.

### External Relationships

Job seekers, workers and employers are customers of this service.

### Working Relationships

Most Frequent Contacts	Frequency of Contacts	Nature / Purpose
DES Team Leader	Informal daily  Formal weekly Formal monthly	Progress reporting and discussion Debrief and support ESA meetings Supervision
Disability Team	Daily	Co-worker support Information sharing
DES Project Manager	Monthly	Team Meetings
Operations Manager	Monthly	Performance monitoring
Chief Executive Officer	As required	Organisational goals
Administration Manager	As required	Finance and staff entitlements
All Echo staff	As required	Team building
Centrelink	As required	Relationship building
Service Users	As required	Customer service standards
Community Sector	As required	Organisational profile
Lead Affiliations	As required	Sector information
Employer Groups	As required	Promotional

### JUDGEMENT AND DECISION MAKING

Decisions Expected	Recommendations Expected
Client referral and interview	Job ready status Service entry
Vocational guidance	Client employment options Course and training options Career advice Employment alternatives
Job vacancies	Job match
Job placements	Training and support needs
Supported wage & workplace modifications	Request to Co-ordinator

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## PERSON SPECIFICATION

### KEY SELECTION CRITERIA

- KSC1. A genuine interest in supporting disadvantaged people and an understanding of a diverse range of employment and community issues;
- KSC2. Appropriate experience in working with people with multiple barriers and complex needs, ideally in the Disability Employment Services or Job Services Australia Industry;
- KSC3. Strong and effective marketing and reverse marketing skills and the ability to develop links between clients, employers, community providers and Government departments;
- KSC4. Demonstrated high level of organisational and administrative skills including the ability to maintain both manual and computer based records;
- KSC5. Demonstrated empathy and compassion and the ability to understand other points of view, a caring approach to people, the ability to handle difficult people and situations and the ability to understand and appreciate the needs of people from diverse backgrounds;
- KSC6. The ability to manage time, organise commitments and work independently;
- KSC7. A high level of computer literacy including proficiency with the Microsoft Office Suite, email and internet applications and the ability to develop a sound understanding of other required IT systems including ESS and Gemma;
- KSC8. The ability to communicate intentions and thoughts openly and directly and to treat all individuals fairly;
- KSC9. Adaptability and flexibility to meet changing situations and the ability to respond and adjust easily to changing work demands and circumstances; and
- KSC10. Be medically fit to undertake the duties of the position, hold a current Driver's License and be willing to undertake a Victorian Police records check

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### CONDITIONS OF EMPLOYMENT

I agree to abide by the rules and procedures of Echo Australia Inc. and to participate in all selection processes established for the position for which I am applying. I understand that any information given will be in the strictest of confidence.

I agree that reference checks may be conducted with any of the referees I have identified and I agree to information about me being provided to Echo Australia Inc. by those people contacted for the purposes of confirming my previous work history, work performance and qualifications.

I agree to undergo a police records check or to provide a certified photocopy of my current police records certificate (no older than six months). I understand this information is completely confidential.

I understand that any misrepresentation of fact in my application for employment, either in writing or verbally, will mean that no offer of employment will be made, or such an offer will be withdrawn, or employment terminated.

Echo Australia operates a smoke-free environment.

Echo Australia is an equal opportunity employer and values diversity.

Name of Employee: \_\_\_\_\_

Signature of Employee: \_\_\_\_\_

Date: \_\_\_\_\_

**Applications to : Mike Jeffares  
HR Manager**

**[mikej@echoaustralia.com](mailto:mikej@echoaustralia.com)**

**(03) 9890 3088**

**To be received by 4.00pm Friday 3<sup>rd</sup> September 2010**