

Human Resources

Position Description



Position Title: Employment Consultant

Accountable To: Business Manager

Position Overview

The Employment Consultant is responsible for ensuring efficient and effective delivery of employment services to MAXNetwork clients as part of a Regional Team across multiple sites, through job search support and intensive support activities in line with MAXNetwork's contractual obligations.

Personal Attributes

A mature minded individual with a high level of interpersonal communication and organisational skills. You will be a team player, with a demonstrated ability to show initiative and who will professionally and ethically represent the organisation. You must be a flexible outcome focused individual possessing a can-do attitude. You must be able to demonstrate efficient and effective strategies to positively assist clients back into the workforce.

Responsibilities

The Employment Consultant is responsible for:

Duties:

- Ensure all KPI's are met including targets, outcomes, claims and all service requirements with respective Job Network programs and others (where applicable) under the PAGES profile, including but not restricted to; Disability Employment Network, Job Placement Employment and Training, Personal Support Program and Work Coordinator
- Conducting Job Matching, Job Search Support, Employment Preparation, Job Search Training and Customised Assistance activities consistent with Employment Services contractual and legislative requirements and MAXNetwork philosophy and quality standards
- Providing a high quality service to all clients irrespective of their age, gender, race, culture, religion, disability or circumstance
- Ensuring that client file case notes and all other documentation are relevant and in line with the minimum contractual standards.
- Maintaining and reporting statistics relating to the provision of Employment Services to your supervisor
- Negotiating employment opportunities with employers and promoting jobseekers for vacancies
- Referring clients to Professional Services for assessments, treatment plans and follow up of recommendations.
- Advising supervisor on areas pertaining to the provision of Employment Services (i.e. resources, legal and ethical issues)
- Promoting MAXNetwork services and maintaining a high profile and professional company image
- Conducting administrative activities consistent with Employment Services contractual and legislative requirements and MAXNetwork philosophy and quality standards
- Supporting Employment Consultants, Trainee Employment Consultants and Administrative staff in relation to service delivery
- Participating in professional development and training as required
- Involvement and Participation in MAXNetwork meetings and functions as required
- Greeting and assisting clients in a professional manner as per MAXNetwork quality standards
- Liaising with local Centrelink offices to facilitate positive and effective relationships
- Other duties as directed

Human Resources

Position Description



Quality Standards, Regulations and Responsibilities

The Employment Consultant is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Company's Quality System
- The Company's Policies and Procedures
- ESC3 Contractual requirements including participation reporting as required
- MAXNetwork's Responsibilities/Authority Matrix
- Employment and Related Services Code of Practice
- DEWR Complaints Procedure
- ECSN Site and associated procedural requirements
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- Particular contract specifications

SELECTION CRITERIA

Qualifications

Qualifications in any of the following disciplines are preferred: Health; Human Services; Business; Human Resource Management; Marketing; Training; Education; Customer Service; Employment Services. Alternately, industry/practical experience with demonstration of the above mentioned competencies. Certificate IV in Workplace Training or willingness to acquire.

Key Skills/Attributes required to fulfil position

- Able to demonstrate through past performance an ability to effectively place clients into sustainable employment outcomes
- Proven ability to implement innovative client and outcome focussed strategies
- Understanding of barriers to employment and affects of unemployment.
- Previous experience in dealing with the disabled, mature, youth, indigenous, non English speaking background, single parents and all other client groups requiring special needs, will be considered beneficial
- Excellent organisational skills
- Advanced communication, interpersonal and negotiation skills
- Effective, positive problem solving and conflict resolution skills
- Commercial and labour trends awareness.
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Occupational Health and Safety, Privacy and Freedom of Information
- Computer skills – Intermediate Word, Excel, Access, Internet & E-mail
- EA3000 experience preferred

Additional Factors

- Travelling between offices within a region may be a requisite for this position
- This position may require occasional attendance at meetings or training outside normal business hours