

Human Resources

Position Description



Position Title: Job Placement Officer

Accountable To: Business Manager

Position Overview

The Job Placement Officer is responsible for achieving Job Placements targets and effective delivery of employment services to MAXNetwork clients by sourcing vacancies and matching eligible clients to these vacancies 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 have demonstrated ability to show initiative and 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 by meeting employer needs and expectations.

Responsibilities

The Job Placement Officer is responsible for:

Duties:

- Ensure all KPI's are met including targets, outcomes, claims and all service requirements
- Conducting Job Placement activities consistent with Employment Services contractual and legislative requirements and MAXNetwork philosophy and quality standards
- 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
- 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 other Employment Consultants, Trainee Employment Consultants and Administrative staff where necessary, 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 employers, community groups and local Centrelink offices to facilitate positive and effective relationships
- Other duties as directed

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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 Services Industry Code of Conduct
- DEWR Complaints Procedure
- EA2000/3000 Job Aids
- 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 build relationships with employers in order to source suitable vacancies
- 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.
- 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
- EA2000/3000 experience preferred

Additional Factors

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