

Human Resources

Position Description



Position Title: Trainee Employment Consultant

Accountable To: Business Manager

Position Overview

The Trainee 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 into employment outcomes.

Responsibilities

The Trainee Employment Consultant is responsible for:

Duties:

- Ensuring all KPI's are met including targets, outcomes, claims and all service requirements
- Conducting Job Matching, Job Search Support and Customised Assistance 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 the relevant 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 (ie. 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 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
- Liasing with local Centrelink offices to facilitate positive and effective relationships
- Other duties as directed

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Quality Standards, Regulations and Responsibilities

The Trainee 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

- An ability to implement innovative client and outcome focussed strategies
- Understanding of barriers to employment and effects of unemployment.
- Excellent organisational skills
- Advanced communication, negotiate and interpersonal skills
- Effective, positive problem solving and conflict resolution skills
- Commercial and labour trends awareness, or willingness to acquire.
- 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 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