



POSITION DESCRIPTION

Position Title:	Specialist Employment Services Adviser – Stream 1/2
Position Number:	SES1012
Division:	Education, Employment & Training
Reports to:	Specialist Employment Services Site Manager
Award Classification:	Contract - based on Labour Market Assistance Industry Award
Position Classification	Specialist Employment Adviser - Level 1
Salary Range	\$42,500 - \$46,500 p.a. (plus superannuation and salary packaging)
Supervises:	Nil
Time Fraction:	Full Time
Hours:	38 hours per week
Locations:	6 Hartington Street, Glenroy

POSITION CONTEXT

Youth Projects Inc is a community based agency managed by an independent expert board. The organisation was established in 1984 to provide a range of support services for young people and families of the northwest suburbs and the central business district (CBD) of Melbourne. The agency's head office is located in Glenroy with a site also operating in Melbourne CBD.

The **Education, Employment and Training** division of Youth Projects has been established to ensure policy and program development, operational synergies between current and future programs and response, human resource development and quality management is undertaken to the highest possible level.

The **Specialist Employment Advisor Stream 1** is responsible for delivering services to large numbers of short term job seekers and there is a need engage and motivate jobseekers to actively job search and secure employment and quickly.

The **Specialist Employment Advisor Stream 1/2** works as guide, coach and advocate, working with job seekers to develop a unique Employment Pathway Plan. The JOB futures service model is designed to maximise job seekers sense of choice and control of their pathway to employment.

The **Specialist Employment Adviser Stream 1/2** supports job seekers to navigate a pathway, drawing on the range of resources and connections in our wrap around model and using a strengths based assessment approach. The Employment Adviser focuses on abilities and aspirations and works to directly connect each person with the right providers, employers and services available in the community to meet their identified needs.

POSITION OBJECTIVE:

- To contribute to the sites performance by assisting job seekers in Stream 1 to secure employment and quickly identifying for reassessment job seekers who require additional support.
- To contribute to the sites performance by supporting job seekers and employers to maintain employment placements through to outcome (with emphasis on full outcomes for most disadvantaged job seekers)

KEY RESPONSIBILITIES AND DUTIES

Stream 1 Services

- Complete registration for job seekers, ensuring that data is accurate and resume is of a high standard (delivery of extensive information and data input). This may occur in a group setting if this is deemed appropriate.
- Administer and interpret the assessment tool to ensure that the job seeker is in the correct level of assistance. Where the correct level of assistance has not been achieved, organise for an assessment review.
- Deliver information on services that will be provided to Stream 1 job seekers; explain use of job search facilities; provide an initial list of job vacancies; provide advice about local labour market opportunities and provide advice about skill shortage areas and the Productivity Places Program and, for Activity Tested Participants, explain their obligations and rights.
- Before the end of the (eligible) job seeker's fourth month of unemployment, administer the Skills Assessment in order to identify a pathway to employment including which Intensive Activity(ies) will be undertaken.
- For eligible job seekers, negotiate and develop effective Employment Pathway Plans (EPP) that provides a clear progression towards employment.
- Monitor job search activity and review each job seeker's progress towards employment.
- At the completion of 12 months of service, refer job seekers to a Stream Service Review.
- Maintain files and file notes as per contractual requirements

Stream 2 Services

- Develop effective relationships with job seekers to achieve sustainable employment.
- Use the JF online assessment and planning tool to complete quality assessments that efficiently identify the actions required to address employment barriers and build on job seekers strengths.
- Maintain high levels of contact with job seekers (at a minimum level of those detailed in the JF Service Delivery model and the organisations tender documents).
- Maintain all required records in DEEW system, UES Central and PSM including but not limited to job seeker contacts, activity details and education and employment placements.
- Maintain thorough knowledge of job opportunities and support services in the local labour market, including training opportunities linked to work.
- Approach employers on behalf of job seekers to secure work experience and work placements and to investigate job possibilities.
- Use wage subsidies and/or other employment incentives where necessary.
- Contribute to regular team meetings to identify work priorities and areas for improvement.

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- Maintain a high level of contract and operational knowledge at all times.
 - Operate within the contract to ensure that the rights and obligations of job seekers are clearly communicated to them.
 - Achieve individual (or group) placement targets that contribute to the overall site performance goals which targets will be negotiated with the Specialist Employment Services Site Manager and reviewed quarterly.
 - Maintain files, file notes, claim evidence and correctly complete forms in line with DEEWR documentary evidence guidelines and JOB futures contractual requirements.
 - Maintain currency of knowledge of contractual requirements and operation through regular review of DEEWR learning tools such as ECSN website and EA Knowledge Base and JOB futures support tools such as JOB futures website and communications.
 - Contribute to a quality work environment by identifying solutions to operational problems and maintaining a professional relationship with other team members.

Employment Pathway Plan/Employment Pathway Fund

- Develop Employment Pathway Plans (EPP) that build job seeker motivation, contain appropriate and effective interventions, and provide a clear progression towards employment with achievable milestones.
- Within the DEEWR provided guidelines, use the Employment Pathway Fund (EPF) to facilitate the achievement of EPP milestones and increase placement/ outcome opportunities for job seekers.
- Develop a plan (in negotiation with the job seeker) that maintains a high level of job seeker engagement and contact that motivates disadvantaged and disengaged job seekers to participate in activities that lead to securing sustainable employment outcomes.

Post Placement Support

- Provide direct support to job seekers placed into employment and their employers including identifying additional supports that can be provided to prevent placement failure.
- Assess the risk of failure of each placement and implement preventative action.
- Undertake activity that will ensure quick re-placement (if appropriate) after failed placement. If a placement fails then a concerted effort needs to be made in order to place the job seeker into another position quickly so that the break between employment will not affect the outcome claim.
- Identify in advance issues relating to payment rates or
- Achieve individual (or group) outcome targets that contribute to the overall site performance goals. Individual (or group) outcome targets will be negotiated with the Manager and reviewed quarterly.
- Maintain JOB futures Central tracking system for post placement support.
- Achieve full outcome and pathway claims made in line with site targets.
- Maintain progression to outcome by successfully re-placing job seekers who have ceased employment into another placement within DEEWR timelines.
- Complete Employment Pathway Fund (EPF) draw downs for PPS activity in line with site targets.
- Maintain files, file notes, claim evidence and correctly complete forms in line with DEEWR documentary evidence guidelines and JOB futures contractual requirements.
- Organise and monitor the eligible job seeker's Intensive Activity(ies).
- Maintain regular contact from month four to 12 (at least monthly).
- Maintain records of contacts and other activities in DEEWR system.

Labour Market Knowledge

- Maintain thorough knowledge of job opportunities in the local labour market, including training opportunities linked to work.

Contract Compliance

- Operate within the contract to ensure that the rights and obligations of job seekers are clearly communicated to them.
- Maintain a high level of contract and operational knowledge at all times.

Reporting

- Required to provide reports on activity or to provide information on above issues.

General

- Provide backup support for staff within the unit and ensuring a working knowledge of work processes.
- Contribute to a quality work environment by identifying solutions to operational problems and maintaining a professional relationship with other team members.
- Take all responsible steps to provide a safe working environment in accordance with the Occupational Health and Safety Act 1995.
- Contribute to regular team meetings that strive to identify work priorities and areas for improvement.

Administration

- Ensure service delivery and associated program accountability according to organisational guidelines.

Other Duties

- Undertake other duties in line with the organisation's vision and mission as requested by the Chief Executive Officer.

Organisational Relationships

Reception/Front Office Co-ordinator: The Specialist Employment Adviser Stream 1 will need to liaise closely with the Reception/Front Office Co-ordinator as it is most likely that Stream 1 job seekers will be seen in a group situation and given documents prepared by the Reception/Front Office Co-ordinator (e.g. Code of Practice, lists of jobs). Job seekers will need to be made welcome in the front office area.

Employment Development Officer: The Employment Adviser Stream 1 should work closely with the Employment Development Officer to identify potential employment opportunities for job seekers and to identify potential candidates for existing vacancies.

Work Experience Co-ordinator: The Employment Advisers should work closely with the Work Experience Co-ordinator to identify work experience activities that will build on the job seekers strengths and address the barriers identified in the EPP.

Specialist Employment Services Site Manager: The Employment Advisers should work closely with the Manager in their capacity undertaking community co-ordination, to identify local programs and resources and support services that can assist in supporting job seekers in both the pre employment and employment phases.

Key Competencies

1. Excellent communication skills including negotiation, advocacy, conflict resolution skills, assessment skills and the ability to quickly create rapport.
2. Comprehensive and effective assessment skills.
3. Ability to positively influence job seekers through developing effective working relationships.
4. Ability to use active listening and questioning techniques to identify goals, strengths and obstacles to employment.
5. Ability to work collaboratively with a job seeker to identify suitable Intensive Activity (ies).
6. Ability to monitor progress.
7. Ability to liaise with employers.
8. Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines.
9. Ability to manage time, set priorities and to achieve targets in a performance driven environment.
10. Ability to engaging and motivating job seekers to achieve employment
11. Information Technology skills and administration skills including the demonstrated ability to prepare employment application documents.
12. Current knowledge or ability to gain knowledge of local labour market conditions/opportunities.
13. Ability to achieve sustainable employment for job seekers

Personal Traits

1. Listens to job seekers, employers and colleagues attentively and non-defensively.
2. Respects people and treats them as individuals.
3. Values diversity and is positive about the strengths and potential of people: from different cultures, of differing ages, of differing physical abilities, or other differences.
4. Encourages people to build on their identified strengths.
5. Takes responsibility for own actions; doesn't blame others.
6. Is consistent in making decisions for the job seeker and organisation by applying policy, information and own practical judgement.
7. Focuses on jobseeker strengths rather than barriers and allows for unique needs and preferences of job seekers.
8. Uses time effectively and meets goals.
9. Maintains personal effectiveness (sense of humour, emotional balance and resilience) even when under pressure.
10. Keeps focused in times of uncertainty and rapid change.
11. Finds ways to do things differently or smarter for job seekers, employers and team.

Key Selection Criteria

1. Certificate in Employment Services. Industry recognised certificate or qualification in Employment Services and/or demonstrated experience in employment services (willing to undertake practitioners level of NES Professional Service Framework)
2. Experience in employment services especially experience working within a compliance framework that achieved a high performance environment
3. Experience in a Case Management environment
4. Comprehensive and effective assessment skills.
5. Well developed time management and organisational skills including the ability to prioritise workload.
6. Excellent communication skills including ability to quickly create rapport, negotiation, advocacy and conflict resolution skills.
7. Information Technology and administration skills including the demonstrated ability to prepare employment application documents.
8. Current knowledge or ability to gain knowledge of local labour market conditions/opportunities.
9. Group facilitation experience.

Other Information

- Stream 1 job seekers have been assessed by Centrelink (or come in to self-register for services) as those who need the least amount of assistance to re-engage into the workforce. If they have come through Centrelink a Job Seeker Classification Instrument (JSCI) has been applied. The JSCI is designed to ensure that the person is placed into the level of assistance that best suits them at the time of registration. The JSCI is often inaccurate for various reasons – for example, the job seeker may not have realised the importance of self-disclosure and so down-played the barriers facing them; the initial interview was done over the phone so that the Centrelink staff member was unable to observe unusual behaviour; or the person's situation may have changed since they first talked to Centrelink. It is important for the EA1 to be able to quickly identify any anomalies in an initial assessment to ensure that the person is receiving the correct level of Stream Service and that the correct level of service fee commensurate to the person's barrier to finding work is being claimed.
- The JOB futures Wrap-around Service delivery model requires Employment Advisers (Stream 2) to meet with each active job seeker at a minimum of fortnightly during the first three months of service (other than in remote areas). Employment Advisers should be encouraged, however, to meet with job seekers as frequently as is required to maintain the level of intensive one on one support necessary to maintain motivation and progress into employment. Employment Advisers should be encouraged to use small group work where this is an effective strategy with job seekers.
- DEEWR (Department of Employment, Educational and Workplace Relations) requires under the contract that a great deal of information is issued to a job seeker when they first join up to employment services. It is important for the Specialist Employment Adviser Stream 1 to cover all of the information required. This can be done in a group situation.
- A probationary period applies to new employees
- An annual Police Records Check is required
- A Current Victorian Drivers Licence is required

Application Details

Applicants are requested to submit a full letter of application, including information which address the selection criteria in addition to a current curriculum vitae. Applications should be submitted by email or post.

Contact Details

All enquiries to Deb LeNepveu

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