

Position: Employment Consultant		Status: Full Time	
Division: Connect2Employment		Location Unit 1, 77 Shore Street West CLEVELAND QLD 4163 Although this position operates from the Cleveland office, it requires travel to all Connect2Group sites including Woolloongabba, Inala, Redland Bay, and Birkdale.	
Reports to: Coordinator, Employment Services		Direct Reports: Nil	
Job Purpose The primary purpose of this position is to provide individualised support and assistance to people with disabilities so they obtain sustainable employment within an appropriate timeframe. This position is responsible for assessment, preparation and training, marketing and placement of job seekers seeking employment assistance and with the delivery of services and support to employers who employ jobseekers. The position will involve recruitment, cold calling and all facets of marketing, case management and training.		Classification and Remuneration LMAIA Award, TPO 3, Levels 3 – 5 Hourly Rate: \$22.30–\$23.42 Annual Salary/Range: \$45224 - \$46285 Based on skills and experience	
Essential knowledge/skills/requirements <ul style="list-style-type: none"> Ability to act on own initiative as and when necessary within policy guidelines Ability to adapt to changing situations, be flexible, set priorities, and manage time effectively Accountable and responsible for own practice Ability to relate to and interact with individuals with disability Capable of responding to and handling emergencies Ability to liaise and network with others, including personnel, professionals, client's families, advocates and significant others. 		Desirable knowledge/skills/requirements <ul style="list-style-type: none"> First Aid Certificate. Reverse Marketing skills 	
Personal Attributes <ul style="list-style-type: none"> Teamwork Flexibility Initiative Self Confidence 		<ul style="list-style-type: none"> Detail Focus Integrity Empathy and Cultural Awareness 	
Computer Skills The ability to access a computer, use the internet and email, and operate computerised word-processing, programs at a proficient level.			
Selection Criteria:	Essential Criteria <ol style="list-style-type: none"> A strong sense of social justice and an ability to see every person as unique with potential for a positive future. Demonstrated ability to use discretion with confidential and sensitive information. Effective oral and written communication skills and personal presentation appropriate. Demonstrated ability to communicate and liaise effectively with people from varied backgrounds who may experience communication barriers. Ability to set priorities, effectively manages time, takes initiative and undertakes a range of duties with limited supervision. Desirable Criteria <ol style="list-style-type: none"> Certificate III or IV in Disability Work Qualifications in Mental Health 		
<i>Connect2Group is an Equal Opportunity Employer who values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds.</i>			

KEY RESPONSIBILITIES (KR)	
1	Customer Service
2	Case Management
3	Source Employment Opportunities
4	Compliance and Administration

STATEMENT OF SPECIFIC ACTIVITIES			
KR	Activities	Freq	%
1	<p>Customer Service.</p> <ul style="list-style-type: none"> Identify customer expectations and demonstrate a commitment to meet and exceed those. Provide consistent and high quality support to clients. Actively promote Connect2Group products and services to customers. Offer support and advice to team members across Connect2Group in a courteous and professional manner. 	Daily	10
2	<p>Case Management.</p> <ul style="list-style-type: none"> Work from within a client centred practice framework – providing high quality personal support and assistance to address a range of barriers that may be preventing them from maintaining employment Establish a positive relationship with clients founded on dignity and respect. Provide assessment of clients and develop clear and transparent solution focused action plans in conjunction with clients to meet these needs. Provide relevant and timely information and advice to clients to enable them to make informed decisions and choices to develop their problem solving capacity. Advocate with and for clients where appropriate in a way that builds their capacity and confidence to advocate on their own behalf. Source appropriate services and provide supported referral to specialised services including accommodation, Mental Health Services etc. Maintain regular contact with clients and monitor progress with internal and external services. Encourage and support clients to participate in services or programs designed to address their developmental needs. Identify and source appropriate pre-employment training opportunities. Provide post-placement support, enabling resolution or workplace issues and retention of job placements. 	Daily	30
3	<p>Source Employment Opportunities.</p> <ul style="list-style-type: none"> Conduct all marketing activities in accordance with Connect2Group's brand and image. Contribute to the discussion and implementation of organisational and team marketing strategies. Network and job search by means of attending business and professional meetings and industry organisations, and cold calling with employers. Continually survey the local job market in order to source vacancies. Canvass jobseekers to employers and market for appropriate job matches. 	Daily	30
5	<p>Compliance and Administrative Tasks.</p> <ul style="list-style-type: none"> Develop a good working knowledge of the DEEWR DES Contract and Procedures; be familiar with its interpretation and application. Assist with the verification of all claims criteria, including details relevant to the lodgement of claims and ensure they meet the requirements as determined by DEEWR. Maintain a working understanding of legislation that impacts on the delivery of employment services including national privacy principles, EEO, and OH&S. Maintain accurate client information on ESS, including attendance records and filenotes ensuring compliance with DEEWR requirements. 	Daily	30

EXPECTED BEHAVIOURS

1. **Assist in maintaining an effective team, smooth operation and development of Connect2Group by:**
 - Maintaining a professional approach in the workplace by adhering to Connect2Group’s Brand and Staff and Volunteer Code of Conduct;
 - Adhering to the Disability Services Standards by being respectful of clients and their families and carers as valued members of the community and being aware of appropriate current philosophy relating to the provision of services to individuals eligible for Connect2Group service;
 Maintaining professional and technical knowledge by attending relevant training workshops or seminars, as required by the Service, funding bodies and legislative requirements.
 - Maintaining service customer confidentiality and protecting operations by ensuring sensitive information is kept secure;
 - Contributing to the development of the Service by participating in the Service Quality Assurance System continuous improvement processes; and
 - Maintaining Equal Opportunity principles in the workplace by adhering to Equal Opportunity legislation and relevant Human Resource policies.
 - Completing of a broad range of documentation as required by Connect2Group work procedures.
 - Documentation must be completed to a high quality standard in line with set requirements
 - Documentation must be accurate, up-to-date and submitted in a timely manner.

2. **Maintain a healthy and safe workplace by:**
 - Taking reasonable care to protect own safety and that of others whilst at work;
 - Adhering to Workplace Health and Safety policies, procedures and plans;
 - Recognizing and identifying risks; acting accordingly when they arise;
 - Using and maintaining equipment provided for health or safety purposes;
 - Not consuming alcohol or drugs in such a way as to endanger own safety or that of others in the workplace;
 - Reporting any identified unsafe conditions, risks, hazards as soon as possible as per Connect2Group’s Workplace Health and Safety Policies and Procedures;
 - Adhering to Connect2Group’s Manual Handling plans; and
 - Actively supporting any colleague who may injure themselves at work including supporting colleagues on return to work programs

SPECIAL REQUIREMENTS

1. Working with Children Check and Positive Notice Card
2. Current driver’s licence and a willingness to drive
3. First Aid Certificate
4. Connect2Group has a nonsmoking policy on all worksites

AGREEMENTS

- I will comply Connect2Group’s policies and procedures It is my responsibility to keep up-to-date regarding Connect2Group policies and procedures
- I will not at any time except as may be required by law, either during my employment with Connect2Group or after my termination of employment, however so caused, disclose or use, other than in the performance of my duties, or with the prior written consent of Connect2Group any confidential information belonging to, or concerning the business of Connect2Group, its staff, customers or any related bodies corporate or affiliated entities, or its affairs acquired by me during my employment. Confidential information includes, but is not limited to, any information (written, electronically conveyed or oral) of a professional, operational, technical, financial or personal nature which is not publicly available except by breach of this agreement.
- I will not without authority, directly or indirectly state that I am representing Connect2Group or its position in respect to any matter.
- I will not directly or indirectly engage in any activity which could by association cause Connect2Group public embarrassment or bring Connect2Group reputation into disrepute.
- I agree to undertake an annual performance review.
- I agree to adhere to the Anti Discrimination Act in matters relating to clients, carers, visitors and staff.

- I understand that this job description is designed to give an indication of the type of work and performance expected of the jobholder. It does not provide an exhaustive list of duties or performance standards and the jobholder so I agree to undertake any other tasks that are consistent with the position and with the provision of quality service to the organisation.

I have explained the duties and responsibilities of this position to this employee.

Signature:

Date:

I acknowledge that I have read and understood this position description and agree to fulfil its key responsibilities and activities as outlined.

Staff Signature:

Date: