

JOB AND PERSON SPECIFICATION

Position Title:	Employment Consultant
Division:	Multiple Solutions
Department:	Disability Employment Service
Site:	Elizabeth South and Modbury
Award:	Labour Market Assistance Industry Award 2010
Classification:	Training and Placement Officer – Grade 2

Purpose of the Role

“Multiple Solutions” is a provider of Disability Employment Support Services (DES) and Assessment Programs (JCA & NPA). The DES program provides support to people with disabilities to find and maintain employment in the open workforce. The role of Employment Consultant is pivotal in assisting clients to achieve their employment goals and in promoting the skills and value people with disabilities can contribute to the Australian labour market.

The Employment Consultant’s role is to provide an employment case management service to clients that is empowering, respectful and realistic. Services provided include job seeking strategies, career counselling, referral to community support services, access to vocational training and work experience placements. The Employment Consultant is required to work within the guidelines prescribed by the funding body, ensure clients meet relevant Centrelink participation requirements and adhere to organisational policies and procedures.

To effectively meet these challenges the Employment Consultant requires well-developed communication, planning, assessment and problem-solving skills. The ability to promote clients’ attributes and skills, motivate others and strong interpersonal skills are also critical to this role.

Key Working Relationships

1. Accountable to the Operations Manager for providing effective case management of assigned clients in accordance with established guidelines and key performance indicators.
2. Reporting to the Site Coordinator on a day by day basis.
3. Responsible for actively contributing to a work environment based on teamwork, mutual respect, and trust.

Acknowledgement: I, _____ acknowledge that I have read, understood and accept the above and have been given a copy.

SIGNED:

Employment Consultant’s Signature

Date: / /

Operations Manager’s Signature

Date: / /

CORE ACCOUNTABILITIES

1. Provide case management for individuals with a disability that meets their employment needs by:
 - actively engaging clients in the planning process.
 - identifying and/or assessing skills, needs & aspirations.
 - linking clients to work experience, training and/or education.
 - linking clients to employment.
 - accessing support agencies (e.g. interpreting, training, counseling, social support).
 - providing follow-up support to clients and employers.
2. Obtain sustainable employment for clients by:
 - reverse marketing individual clients to potential employers.
 - negotiating working conditions and support requirements with clients and employers.
 - promoting and implementing employer incentives such as wage subsidies, workplace modifications and personal support.
 - maintaining regular contact with both client and employer to monitor progress.
3. Ensure appropriate and sustainable client job outcomes are met in accordance with performance targets for the role.
4. Ensure accurate individual client records are kept in accordance with DEEWR funding guidelines and internal procedures.
5. Ensure case management practice is in accordance with National Disability Service Standards.
6. Actively keep up to date with labour market trends, opportunities and support services available to job seekers with disabilities.
7. Actively keep up to date with DEEWR Programme Guidelines and ESS requirements.
8. Actively and positively participate in team and employee meetings and the annual performance appraisal process.
9. Adhere to all internal quality systems, policies, procedures, work instructions and legislation.
10. Ensure that Customer Privacy and Confidentiality needs are understood, applied and maintained in accordance with relevant legislation and the Society's Privacy and Confidentiality Policies.
11. Contribute to a safe and healthy work environment, free from discrimination and harassment by adhering to the provisions of the relevant legislative requirements, the Code of Conduct and company policies, including Equal Employment Opportunities and OHS&W requirements.
12. Any other duties as requested by the Site Coordinator or Operations Manager.

PERSON SPECIFICATION - SELECTION CRITERIA

Essential Qualifications:

- Proven experience in job placement or case management services, recruitment or rehabilitation.
- Satisfactory National Police Certificate.
- Current and valid South Australian driver's licence.
- Own currently registered and insured motor vehicle.

Desired Qualifications:

- Bachelor of Applied Science (Disability Studies), Grad. Dip. in Voc Rehab, Certificate IV in Employment Services or similar.
- Proven experience in a similar role.

Competencies:

1. Demonstrated experience in client case management.
2. Proven ability to communicate effectively and develop positive relationships with people from diverse backgrounds.
3. Proven experience in developing and maintaining networks and/or brokering partnerships.
4. An understanding of local employer needs and the South Australian Labour Market.
5. An understanding of the barriers people with disabilities may face when seeking & maintaining employment.
6. Experience working with clients from Indigenous, and Culturally and Linguistically Diverse (CALD) backgrounds
7. Experience in and/or understanding of Centrelink income support, assessment and participation requirements.
8. Experience in case noting and the maintenance of written and electronic client files.
9. Knowledge of the National Disability Service Standards and their relevance to employment services.
10. Experience working within a quality assured environment and an understanding of the benefits of same.
11. Well developed problem-solving and organisational skills.
12. Advanced computer literacy including Microsoft Office - Outlook, Word & Excel
13. Knowledge of and/or experience using DEEWR's Employment Services System.
14. Ability to work independently, take initiative and accept responsibility for personal job outcomes.
15. Willingness to work in a continuously changing and target-driven environment.