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POSITION LOCATION: MADEC Marion S.A.

TIME FRACTION: 1.0 FTE (38 hours per week)

COMMENCEMENT DATE: TBA

REPORTS TO: Site Manager or Team Leader

PRIMARY OBJECTIVES

The main focus of the position is to achieve sustainable employment outcomes through the management and provision of a broad range of employment services to eligible jobseekers. Assessing the most suitable pathway for jobseekers to secure permanent employment or return to full time education, as per the Job Services Australia Contract 2009-1012, in order to meet contracted targets in accordance with the relevant guidelines and regulations.

This requires the Employment Consultant to:

- Identify eligible vacancies and manage enquiries from jobseekers
- Manage enquiries and provide flexible Job Services Australia services to all eligible jobseekers
- Proactively promote and market MADEC clients to potential employers to secure ongoing sustainable employment outcomes
- Provide customer assistance for jobseekers referred to Jobs Australia services. Including assisting with resume summaries, interviewing skills, career and labour market information, with a view to placing job seekers into sustainable employment or training in the shortest timeframe possible.
- Correctly document information in accordance to the Jobs Australia contract, guidelines, Key Performance Indicators and MADEC Work Instructions.
- Maximize outcomes for eligible jobseekers, particularly the long term unemployed and highly disadvantaged
- Take day to day responsibility for the delivery of Stream Services to Job Seekers.
- As part of a team, meet specific outcome targets as determined by Management.
- Maximize the delivery of high quality, ethical employment services

ORGANISATIONAL ENVIRONMENT

MADEC is a community based non-profit company dedicated to servicing the Sunraysia, Mid Murray, Murray Darling, Riverland, Murraylands, Kadina/Clare and Adelaide South regions. As an innovative and responsive community business MADEC will meet the needs and aspirations of individuals and communities through premium provision of community education, training, employment and enterprise services.

MADEC operates as a multi-site service provider within Job Services Australia, managing an Education, Employment Services Contract which delivers employment/educational outcomes for defined client groups in accordance with guidelines set down by the Department of Education, Employment and Workplace Relations (DEEWR). As a result of this coverage, MADEC staff may be required to undertake duties across existing or new Branches, subject to operational needs and contractual requirements, from time to time.

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CONDITIONS OF EMPLOYMENT

- All staff must take responsibility for a safe and healthy work environment and have a commitment to equal opportunity and a workplace free from discrimination and harassment.
- All staff are expected to behave in accordance with MADEC's Policies and Procedures and actively contribute to the continuous improvement of MADEC's Quality Management Systems.
- All staff are expected to maintain a smoke free work environment.
- All appointments that are likely to be engaged in child-related work, that usually involves, or is likely to involve, regular direct contact with a child or children in child-related work areas of MADEC and where that contact is not directly supervised by another person are subject to a satisfactory Working with Children Check. A completed Working with Children Check (or National Police Check) must be supplied before a successful applicant can be appointed. The cost of obtaining a Working with Children Check is to be met by the recommended candidate.

PROBATION

All positions at MADEC are subject to an initial probationary period of three (3) months in accordance with legislation under the Workplace Relations Act 1996 and Fair Work Australia Legislation 2010.

Key Relationships

This position:

- Reports on a day to day basis to the Site Manager/ Team Leader
- Works in collaboration with and provides support to other members of the team
- Has significant contact with other MADEC personnel, Centrelink, local employers and education and training providers
- Provides leadership to administrative support personnel within MADEC

SPECIFIC ACCOUNTABILITIES

- ✚ Prepare a detailed Resume summary which takes account of jobseeker skills, qualifications and experience, for matching to vacancies
- ✚ Establish and maintain contact with local employers by effectively servicing their vacancy requirements
- ✚ Preparing a marketing strategy in consultation with the client including identifying employers and locations, transport and licence restrictions, certificate and ticket requirements
- ✚ Monitor and manage jobseeker progress toward an employment or education outcome
- ✚ Deliver job search workshops with designated activities to accommodate individual training needs of jobseekers to ensure outcomes
- ✚ Maintain accurate, timely and relevant information on jobseeker files and the DEEWR IT systems
- ✚ Maintain and manage a suitable appointment schedule for all jobseekers, ensuring compliance with DEEWR contractual obligations concerning contact
- ✚ Lodge vacancies as they become known, on the National Vacancy Database
- ✚ Maintain privacy and security of all records according to the Social Security and Privacy Acts
- ✚ Maintain an employer database and vacancies to facilitate responsive auto-matching and relevant enquiries from jobseekers.
- ✚ Maintain accurate statistics on specified data, e.g. employer contacts, Employment Pathway Plan, vacancies raised, placements an interim and outcomes as per MADEC's policies and procedures
- ✚ Attend and participate in regular staff meetings
- ✚ Actively promote MADEC and all of its services to the wider community
- ✚ At all times act in accordance with the applicable regulations, policy and procedure, with respect to confidentiality, anti-discrimination and Occupation Health and Safety
- ✚ Other duties as directed.

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KEY SELECTION CRITERIA

Qualifications

- Maintenance of a current drivers license is essential
- Certificate IV in Employment Services is desirable or equivalent experience.

Knowledge

- Extensive knowledge of the local district and labour market requirements
- An understanding of the Jobs Services Australia system, in particular, servicing requirement and knowledge of support services available to jobseekers
- Knowledge of local referral agencies and other providers of complimentary programs
- A working knowledge of relevant legislation, e.g. the Social Security Act, Privacy Act, Freedom of Information Act, Anti-Discrimination legislation and mechanisms and Occupational Health and Safety regulations

Skills

- Advanced interviewing skills and the ability to identify and address jobseeker barriers and provide strong direction and support (with an outcome focus) for jobseekers in their search for employment
- The ability to accurately identify and interpret employer vacancy requirements and accordingly, match, interview and refer suitable jobseekers
- Ability to prepare resumes in a logical, comprehensive and well presented format
- Excellent administrative organisational and report writing skills with a strong focus on accuracy
- Competent use and knowledge of computer software, particularly MS suite of products and proficiency in the use of databases
- Proven ability to develop strong relationships with employers in industry

Personal Attributes

- Interpersonal, oral and written communication skills appropriate to the primary objectives of the role
- A willingness and capacity to learn on a continuous basis
- Ability to apply skills and knowledge outside the confines of the major role, to exercise initiative and to adapt to changing demands
- Able to work both autonomously and as a team member
- An understanding of and commitment to quality and customer services
- A non-judgmental and empathetic attitude and showing acceptance of people of diverse backgrounds
- Effective organisational and time management skills
- Capacity to provide leadership and gain the cooperation of others