



## POSITION DESCRIPTION

<b>Position Title:</b>	Work Pathways Co-ordinator
<b>Department:</b>	Employment Services

### ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With over 40 years of history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

### PRIMARY PURPOSE OF ROLE

To assess Job Seekers for suitability to employment and identify work pathways that lead to employment. Establish appropriate job opportunities for Job Seekers by undertaking assessments and identifying job pathways for employment in the local labour market. Additionally facilitate / conduct Work First open job search activities.

Direct Reports to this Role	Total Number of Reports
Nil	Nil

### Key Relationships

<b>Internal</b>	<ul style="list-style-type: none"> <li>Employment Brokers</li> <li>Central Monitoring Unit members</li> <li>Counsellors</li> <li>Trainer and Assessors</li> <li>Business Development Consultant</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Employment Service Providers (including Labour Hire, WFD, Indigenous services)</li> <li>Support Services</li> <li>Relevant Department agencies</li> </ul>

## KEY RESPONSIBILITIES / DUTIES

### Job seeker servicing

Conduct face to face assessment interview with all new job seekers and complete a Job Readiness Assessment.

Through interview identify skills and work experience, barriers preventing job seeker finding work, training possibilities and develop a Job Plan, incorporating agreed activities, job seeking requirements, and a schedule of appointments to be held with the Employment Service provider.

Prepare resume for individual job seekers.

Conduct daily Work First Program with a group of job seekers to coach and mentor them in effective job search activities. This includes assisting them in job application letters, job search via newspapers, internet etc., and tips for interview and contact with potential employers.

Maintain up to date information in the database.

Co-ordinate referrals to internal and external service providers (ie: training, counselling)

Follow up with job seeker when non-compliance is identified (by the Central Monitoring Unit) and put in corrective actions to resolve.

Conduct re-assessments as part of annual activity requirement or when there is a identified compliance requirement.

Identify job seeker change of circumstances and conduct re-assessment.

Build partnership with Employment Brokers and external providers to identify opportunities for placement of job seekers.

### Administration

Comply with Department guidelines as they relate to a diverse range of cohorts

Maintain privacy and security of all records according to the Social Security and Privacy Acts

Maintain and update IT systems to support all activities undertaken.

Provide progress reports to Team Leader on KPIs and "pipeline" activities.

Correctly document information in accordance to the Departments guidelines, Key Performance Indicators and MADEC Work Instructions.

### Corporate responsibilities

Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

Participate fully in staff appraisal and professional development review processes.

Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.

Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.

Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.

Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

## Qualifications and Experience:

	Essential	Desirable
<b>Qualification</b>	Working with Children or DCSI check National Police Check	Drivers Licence Certificate IV in Employment Services
<b>Experience:</b>	Demonstrated success in assisting people find work that may have low motivation and skills	Ability to handle difficult situations and conflict.
<b>Skills:</b>	<p>Demonstrated strength in the use of Microsoft Office applications, particularly Word and Outlook.</p> <p>Local labour market knowledge</p> <p>Knowledge of local support services (eg: youth services, indigenous services) Mentoring / coaching</p> <p>Understand market and industry players and requirements across Employment Region.</p> <p>Ability to effectively work with diverse range of clients (youth, disability, indigenous, mature age)</p> <p>Proactive approach and willingness to assist others</p> <p>High level interpersonal and communication skills</p> <p>Strong organisational and time management skills</p>	

<b>Competencies</b>	<i>All employees must:</i>
Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</p>
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

### ***Trust, Honesty and Accountability***

The upholding of trust, honesty and individual and organisational accountability in all we do and say.

#### **Competency**

- Accountability
- Communication
- Integrity

#### **The actions:**

- Be authentic, deliver upon our promises and hold self and others accountable.
- Communicate consistently, honestly, constructively and with good intent.
- Recognise, give credit to and respect our people for their contributions.

### ***Dignity and Respect***

The right of each and every person to be treated with respect and dignity.

#### **Competency**

- Integrity
- Communication
- Team Work

#### **The actions:**

- Relate to team members and customers in a fair and equitable manner.
- Build sustainable and productive relationships across the organisation.
- Relates easily and is accepting of people from diverse backgrounds.

### ***Initiative and Creativity***

The initiative and creative potential of individuals and the contribution they can make to MADEC.

#### **Competency**

- Adaptable
- Customer focus
- Team Work

#### **The actions:**

- Open to new ideas and seeks opportunities for improvement.
- Collaborate on changes and support ideas of others.
- Seek improvement and accept change.

### ***Growth and Development***

The professional growth and development of board members, management and staff that will enhance their skills, knowledge and experience.

#### **Competency**

- Accountability
- Adaptable
- Integrity

#### **The actions:**

- Provide service, knowledge and experience to others.
- Create a picture of success and strive for excellence.
- Provide a culture that supports continual learning.

### ***Quality and Continuous Improvement***

The development and delivery of high quality services to our clients and customers through continuous improvement and organisational development processes.

#### **Competency**

- Adaptable
- Integrity
- Customer focus

#### **The actions:**

- Understand how individual, team and department operates and contributes to business success
- Challenges the status quo.
- Seek opportunities for business benefit by continually reviewing processes to ensure best practice.

### ***Economic, Social and Environmental Sustainability***

The principles and practices of economic, social and environmental sustainability.

#### **Competency**

- Accountability
- Adaptable
- Integrity

#### **The actions:**

- Seek opportunities to improve quality and efficiencies, safety, health and the environment.
- Ensure safe working environment for employees by actively resolving safety issue in a timely manner.
- Being thoughtful about resources.

**Role Description reviewed by:**

Employee Name:		Title:		Date:	/ /
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**Employee acknowledgement of Position Description:**

Employee Name:		Signature:		Date:	/ /
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Please provide copy of Position Description to employee.  
Employee to sign and return to Human Resources.