



## POSITION DESCRIPTION

<b>POSITION TITLE:</b> EMPLOYMENT CONSULTANT	<b>LOCATION:</b> VARIOUS
<b>REPORTING TO:</b> EMPLOYMENT SERVICES AREA MANAGER	<b>DEPARTMENT:</b> DISABILITY EMPLOYMENT SUPPORT SERVICES

### PURPOSE STATEMENT

Identifying and developing collaborative relationships with clients and employers with a focus on securing successful job placements and supporting new business opportunities. Specifically, the EC role is responsible for managing and developing clients' readiness and suitability for job placements with employers and for the provision of effective ongoing support.

### OUR PURPOSE

- Connecting to their community through participation in paid work
- Engaging in social and lifestyle activities to enhance involvement in the community
- Working with young school leavers with a disability to take part in work or training post school
- Creating strong partnerships with community, industry and government to promote disability employment
- Investing in social enterprise opportunities.

### OUR VALUES

- Integrity
- Empowering Individuals
- Build Open and Honest Relationships through Positive Communication
- Embrace and Drive Change
- Compassion

### REPORTING

This position reports to the Employment Services Area Manager

### KEY RESPONSIBILITIES

- Securing and developing a key number of job-ready clients and quality vacancies.
- Identifying and developing client capability to facilitate appropriate referrals for job vacancies.
- Responding to and managing a wide range of client needs, providing access to additional support/services as required to those with specific and complex needs.
- Building collaborative client partnerships through providing ongoing coaching, mentoring and advice.
- Providing high level account management through managing a diverse portfolio of employers across a range of industries.
- Identifying and utilising labour market information to develop and implement successful customer relationship strategies.
- Providing on-site assessment and ongoing support/training to achieve customer's needs and requirements.
- Effectively and accurately updating all client and employer related databases/systems.
- Participating actively in local networks and promoting the services of ON-Q.

**CORE COMPETENCIES:**

- Ability to align to the Company’s Strategy, Purpose and Vision.
- High level of verbal and written communication skills.
- High level of computer literacy and knowledge of information systems.
- Highly developed team engagement skills capabilities

**ESSENTIAL CRITERIA:**

- Proven ability to generate placement leads resulting in sustainable employment outcomes for clients.
- Ability to manage and develop a large portfolio of job ready clients.
- Proven skills in building collaborative client partnerships through ongoing coaching, mentoring, support and effective case management.
- Proven ability to provide effective post-placement support to both employers and clients.
- Ability to meet set objectives to achieve expected profitability, service delivery and satisfaction levels.
- Strong business development and networking skills with the proven ability to support the development of new business initiatives.
- Willingness and ability to work as part of a team and also autonomously, to prioritise workloads and manage own stress levels.
- Knowledge of and commitment to quality assurance and continual improvement.
- Ability to identify and report WHS, EEO, quality management and risk management issues.
- Full driver’s licence and willingness to travel when required.

**DESIRABLE CRITERIA:**

- Experience in or knowledge of Disability Employment Services and/or Post School Support Programs.
- Knowledge of, or ability to acquire detailed knowledge of relevant industry standards and practices.

**ORGANISATIONAL RELATIONSHIPS:**

- Relationships: Close collaboration and liaison with internal staff, clients, employers, and community organisations.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_