



POSITION DESCRIPTION

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| POSITION TITLE: | Transition to Work Field Officer |
| LOCATION: | Townsville, QLD |
| REPORTING TO: | Business Manager - TTW |
| DEPARTMENT: | TTW |

PURPOSE STATEMENT

The Transition to Work Field Officer assists disadvantaged youth aged between 15 and 21 years to find sustainable employment opportunities and to complete qualifications. Transition to Work (TTW) Field Officers also actively participate in Community Liaisons, Activities and Programming.

OUR VISION

To be the best integrated workforce solutions provider.

OUR MISSION

To provide employment opportunities and up-skilling to people, communities and businesses in a sustainable way.

OUR VALUES

- We will invest in our people
- We will be 100% safe, 100% of the time
- We will provide innovative solutions to problems
- We will provide excellent customer service
- We can always be better in how we do things

REPORTING

This position reports to the Business Manager.

PRIMARY DUTIES

I. SERVICE DELIVERY

- Engage with community groups to gain support for referrals of disadvantaged youth;
- Conduct assessments to identify any barriers that may assist with completing the program, e.g. Harrisons, Esher House;
- Development and regular review of job plans for participants;
- Organise and conduct activities for participants, e.g. work experience, team building exercises;
- Deliver programs to support the participants transition, e.g. interview coaching , resume preparation;
- Ensure that the group based activities meet the needs of the participants;
- Identify work experience opportunities and industry champions to assist the participants
- Induct the jobseeker into the Online Learning Management System and the E-Portfolio;
- Review assessment results on the system and develop a job plan for the participants;
- Monitor progress against the job plan;



- Engage and refer participants to third party providers or community organisations to assist them in overcoming barriers as appropriate, e.g. homeless, LLN needs, drug dependency;
- Review Job Plans on a regular basis to ensure that activities are reflected;
- Document participants engagement and participation;
- Place participants in employment by supporting participants with job search activities, matching participants to current vacancies and reverse marketing;
- Market participants to Employers using all available strategies including wage subsidies, work experience where appropriate;
- Network with industry and/or employer associations as appropriate;
- Maintain DoE systems and internal data bases;
- Ensure participants are fully aware of all the stages of the service delivery model;
- Liaise effectively with employers to create open communication regarding a participants progress and to target additional vacancies;
- Provide mentoring support and direction to ensure sustainable employment for the participants;
- Purchase appropriate products and services to support transition in accordance with guidelines;
- Provide appropriate and accurate documentary evidence to support purchases; and
- Ensure that all KPI's set are met.

KNOWLEDGE, SKILLS & EXPERIENCE

- Experience and proven ability working in a contractually compliant environment;
- Demonstrated ability to effectively communicate and engage with Employers and job seekers from diverse backgrounds;
- Proven track record in achieving KPIs and meeting tight deadlines;
- Good information technology and administration skills;
- Demonstrated ability to effectively facilitate small groups; Demonstrated ability to resolve a conflict or achieve a positive outcome by negotiating and influencing a situation;
- Demonstrated ability to establish and maintain productive working relationships with staff and a range of external customers and relevant stakeholders;

QUALIFICATIONS AND CERTIFICATES

- Mental Health First Aid Training;
- Class C Drivers' License;
- Working with Children Check (Blue Card) Queensland; and
- National Crime Check (Police Check) clearance.

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: _____