

POSITION DESCRIPTION

POSITION TITLE:	Career and Placement Advisor – Phone
LOCATION:	Various
REPORTING TO:	Gateway and Mentoring Manager
DEPARTMENT:	Gateway Services

PURPOSE STATEMENT

The primary purpose of this position is, under the direction of the Gateway Manager, Gateway Services, to provide new and existing workers with advice and guidance on all VET, apprenticeships or employment pathways. Working within key Skills Shortage Industry Associations to assist with the recruitment and retention of Australian Apprentices and Trainees.

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Gateway and Mentoring Manager

PRIMARY DUTIES

- Respond to telephone calls from candidates regarding potential career prospects and assist them to recognise their best suited opportunities within the local labour market;
- Respond to telephone calls from Industry Partners and employers enquiring about recruitment of Apprentices and Trainees;
- Source suitable employment opportunities for Apprentices and Trainees;
- Assist Industry Partners and employers in advertising and recruiting Apprentices and Trainees;
- Provide advice and support to Industry Partners, employers, Apprentices and Trainees;
- Liaise with Career and Placement Advisors to ensure that the best fit is found for both employers and employees;
- Assist candidates with career planning and job search techniques;
- Develop and maintain relationships with all stakeholders;
- Maintain appropriate documentation of work as required;
- Act as a contributing team member by supporting the work and mission of the organisation;
- Provide administrative support to the other team members;
- Undertake the associated general administration duties;
- Comply with all legislative requirements.
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure.
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

PERFORMANCE MEASURES

KNOWLEDGE, SKILLS & EXPERIENCE

- Experience in career development or employment services preferred;
- Proven experience in communicating with a broad range of groups and individuals, and in particular, young people;
- Previous helpline experience is desirable;
- Must be able to contribute appropriately to a multi-disciplinary team approach;
- High motivation levels are essential plus ability to work on own initiative;
- Experience in administration, Microsoft suite office programs and databases;
- Well-developed oral communication skills (including presentation, influencing and negotiation), and written communication skills (including the production of well-formatted business reports and documentation);
- Demonstrated high-level computer skills in particular the use of the Microsoft suite of programs;
- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations;
- Positive approach to a continual changing work environment;
- Strong client focus and desire to be a part of a service organisation;
- Ability to operate in a highly ethical manner in accordance with Federal and Queensland Government Services contractual requirements, client expectations of high standards and BUSY's high quality and performance



QUALIFICATIONS

- Cert IV in Career Development / Employment Services preferred

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: _____