

POSITION DESCRIPTION

POSITION TITLE:	Post Placement Support Officer
LOCATION:	Upper Mt Gravatt
REPORTING TO:	Regional Manager – Employment Performance
DEPARTMENT:	Employment Services

PURPOSE STATEMENT

Post Placement Support is a critical component of our service commitment and service delivery model. The Post Placement Support officer role requires to work closely with both the job seeker and employer to identify any barriers that may impact upon ongoing employment and address them promptly. This person will seek to address barriers by working closely with the job seeker, employer, job placement officer and EC's to tailor effective supports and interventions to ensure the job seekers longevity in employment.

The PPS Officer will also be responsible for negotiating wage subsidies with employers and obtaining the necessary documentary evidence to ensure claim compliance.

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 Regional Manager Employment

PRIMARY DUTIES

- To advise, guide and support site managers and operational staff to achieve identified outcomes.
- Provide appropriate support to employers to maintain existing employment placements and develop future employment opportunities, whilst sourcing documentary evidence as a result of successful employer engagement to ensure claims can be processed.
- Provide appropriate support to job seeker to maintain existing employment placements and advise site staff and managers of any issues or concerns regarding the placement.
- Maintain regular communication (at least fortnightly) with employers and job seekers to identify any challenges or barriers to ongoing employment and address immediately.
- To provide quality after sales service and negotiation of wage subsidies.
- Follow up wage subsidy evidence and complete calculator for instalment payments.
- Identify and monitor claims compliance issues and trends and report to manager.
- Collect and collate the required documentary evidence to substantiate an outcome claim and submit to CoAct for claiming.
- Complete outcome claim calculations using the calculator.
- Document and record all communication/contact with job seeker and employers and actions taken.
- Use the Employment Fund (EF) to implement support identified during contacts to increase the likelihood of achieving an outcome from the placement.
- Liaise with current and potential employers to identify their current and future labour needs and reverse market our job seekers to these potential positions.
- Keep abreast of contractual changes and trends, and apply this knowledge to daily duties and responsibilities.
- Work closely with Coact central claims team to gather documentary evidence to support outcomes and wage subsidy payments where required.
- Participant and contribute to Site Buzz meetings daily.
- Assist employers, referring any unresolved issues to the Jobseeker's Employment Consultant.
- Maintain post placement support schedule to ensure appropriate contact is maintained.
- General administration duties including answering the telephone, taking and disseminating messages effectively and efficiently.
- Manage own workload, ensuring that timeframes are strictly adhered to and KPI's are achieved as set by Regional Manager.
- Other tasks as required assigned by the Regional Manager.

KNOWLEDGE, SKILLS & EXPERIENCE

- Skills Written and verbal communication with the ability to build rapport and sustain working relationships.
- Ability to achieve targets and KPI's.
- Contractual compliance monitoring.
- Time management, able to multitask and meet strict deadlines
- Research & analysis
- Problem solving & logical thinking.
- Sound judgement & decision making.
- Excellent attention to detail.
- Process focused.
- Administration, reporting, computer applications, MS Office Suite

- Good Microsoft Excel skills
- Behavioural Resilience Teamwork Organised
- Knowledge of government contracts and guidelines
- Privacy and confidentiality principles

QUALIFICAITONS

- National Police Check
- Drivers Licence
- Outcome Claims Experience.
- Experience Contract management within Employment or Disability Services

WORKING RELATIONSHIPS

- Able to effectively work with diverse range of clients (youth, disability, indigenous, mature age.
- Ability to work with employers, external stakeholders, employment consultants and business managers.

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: _____