

POSITION DESCRIPTION

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| POSITION TITLE: | Job Coach |
| LOCATION: | Southport |
| REPORTING TO: | Area Manager |
| DEPARTMENT: | Disability Employment Services |

PURPOSE STATEMENT

Build and develop collaborative relationships with clients and employers with a focus on maintaining sustainable employment for the required hours to obtain a full outcome. Specifically the role is responsible for providing on the job and remote support to both participants and employers, collect and report claims evidence and build trusting relationships with employers leading to repeat business.

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 Area Manager

KEY RESPONSIBILITIES

- Provide support (on the job and remotely) to a variety of clients in employment and education;
- Building collaborative client and employers partnerships through providing ongoing coaching, mentoring and advice;
- 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;
- Liaise with clients and employers to facilitate adjustment and retention into employment;
- Liaise with clients and employers to assure the client works the required and suitable amount of hours for a full claim as specified in the "DES Outcome Guidelines";
- Support clients in their education pathways providing 1 on 1 and group support and liaising with RTOs if required;
- Track and report each client's progress towards full outcomes;

- Collect and retain documentary evidence for claim as specified in the “DES Documentary Evidence Guidelines”;
- Effectively and accurately updating all client and employer related databases/systems.
- Liaise with third party organisations to arrange referrals if needed;
- Create trusting relationships with employers leading to repeat business;
- Meet specific KPI’s related to outcome retention, compliance and delivery of On Going Support;
- 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.

CORE COMPETENCIES

- Ability to align to the Company’s Strategy, Purpose and Vision;
- High level of verbal and written communication skills;
- Strong ability to build supportive and positive relations with all parties;
- Highly developed problem solving skills;
- Achievement orientated;
- High attention for details;
- Ability to multitask managing conflicting priorities;
- High level of computer literacy and knowledge of information systems;
- Highly developed team engagement skills capabilities.

ESSENTIAL CRITERIA

- Proven ability to successfully negotiate, influence and problem solve;
- Proven ability to provide effective post-placement support and ongoing support to both employers and clients via a variety of media;
- Ability to manage a large portfolio of clients and employers;
- Proven skills in building collaborative client and employers partnerships through ongoing coaching, mentoring, support and effective case management;
- Ability to meet set objectives to achieve expected profitability, service delivery and satisfaction levels;
- 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;
- The position often requires work outside of normal office hours in order to meet clients working shifts outside of standard office hours and in order to work in with employer’s needs;
- Full driver’s licence and willingness to travel when required.

DESIRABLE CRITERIA

- Experience in or knowledge of Disability Employment Services;
- Experience in providing support to disadvantaged clients;
- Knowledge of, or ability to acquire detailed knowledge of relevant industry standards and practices.



ORGANISATIONAL RELATIONSHIPS

- Relationships: Close collaboration and liaison with internal staff, candidates, 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: _____