

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Career and Placement Advisor (Phone)
<b>LOCATION:</b>	
<b>REPORTING TO:</b>	Gateway and Mentoring Manager
<b>DEPARTMENT:</b>	AASN – Gateway Services

## PURPOSE STATEMENT

The primary purpose of this position is, under the direction of the Gateway Services Manager, Gateway Services, is to provide pre-commencement advice to potential apprentices and employers of apprentices, in order to find the “right fit” for both parties thereby improving the retention rates for Australian Apprentices and Trainees

In addition recommend the right training or employment pathway for the individual – either pre-apprenticeship, pre-vocational, VET qualification, apprenticeship, traineeship and support through other service providers.

## 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

- Undertake an Initial Assessment via telephone with the Client or Employer to ascertain suitability for Gateway Services thereby creating a 'best fit' scenario;
- Respond to telephone calls from Clients regarding potential career prospects; offering Vet Pathways; Pre-Vocational and Pre-Apprenticeship advice and assist them to recognise their best suited opportunities;
- Deliver high-quality and fit-for-purpose tests which properly and effectively assess an individual's skill level (including foundation skills), skill gaps and aptitude for a variety of training pathways and occupations; compile and interpret the results of testing; use test results to determine appropriate training or employment pathways for the client; and provide information to clients on the results of the testing;
- Provide information to Clients on training and other service providers which offer suitable courses or programs;
- Inform the risk level for prospective apprentices and trainees and help identify individual In-training needs prior to commencement.
- Assist Clients post testing with referrals where pertinent to Apprenticeship and Traineeship vacancies; assist with interview preparation and other associated information;
- Respond to telephone calls and emails from Employers and provide information as required. In addition provide information on VET pathways relevant to the Employer's business requirements and assist with identifying apprenticeship needs within their business;
- Respond to telephone calls from Industry Partners and employers enquiring about recruitment of Apprentices and Trainees;
- Attend external events i.e Career Expos; High School Visits; Information Sessions for Community Groups; Liaison with Federal and State Government departments and undertaking special 'events' with these stakeholders; Engage with Job Active providers and Transition to Work Providers
- Where applicable assist Industry Partners and employers in advertising and recruiting Apprentices and Trainees;
- 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.

## 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; mature aged people; people with a disability; culturally and linguistically diverse people; people with a poor employment history; people undergoing hardship; Indigenous Australians etc
- 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 and employer 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

## QUALIFICAITONS

- 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. This position may include travel.

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

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