

POSITION DESCRIPTION

POSITION TITLE:	Senior Employment Consultant
LOCATION:	Various
REPORTING TO:	Business Manager
DEPARTMENT:	Disability Employment Services

PURPOSE STATEMENT

The primary purpose of this position is to motivate, mentor and inspire team members to create education or employment opportunities that result in long term sustainable outcomes for BUSY Ability's Disability Employment Services (DES) participants while assisting and supporting the Business Manager with day to day operations. The role will have a particular focus on outcomes for participants by driving performance and providing support, at the direction of the Business Manager to specific BUSY Ability's sites.

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 Business Manager

KEY RESPONSIBILITIES

- Recognise staff knowledge gaps and advise the Business Manager.
- Collaborate with the Business Manager to develop solutions to address knowledge gaps.
- Complete reports as required by Business Manager
- Drive performance and support staff to meet KPI and business targets
- Provide team leadership and coaching for staff
- Motivate, mentor and inspire team members
- Lead by setting a good example
- Regular Quality checking of contractual requirements
- Facilitate problem solving and collaboration

- Escalate issues to the Business Manager in a timely manner
- Achieve KPIs linked to participants outcomes
- Ensure tasks are appropriately delegated and managed
- Monitor daily placement, engagement and PPS activity and effectively manage any outstanding claims and relationships between the site and the centralised claims unit.
- Conduct regular file audits
- Develop relationships with key stakeholders including but not limited to Employers, Group Training Organisations, RTO's and other community based organisations in order to create sustainable employment outcomes and attract new participants.
- Develop innovative solutions in conjunction with the Business Manager
- Engage with participants to maximize their success and participation in work activities; including but not limited to taking them to interviews, workplace visits, etc.
- Sourcing vacancies that meet the needs and requirements of our participants
- Marketing and business development activities that secure vacancies that will provide sustainable outcomes for our job seekers
- Fulfil additional roles and responsibilities and projects as assigned by the Business Manager
- Participating actively in local networks and promoting the services of BUSY Ability;
- 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;
- High level of computer literacy and knowledge of information systems;
- Highly developed team engagement skills capabilities.

ESSENTIAL CRITERIA

- Proven capacity and ability to lead, inspire, motivate, influence, and develop people
- Capable of managing and delivering multiple tasks and priorities
- Demonstrated ability as a team with a "Roll up your sleeves" mentality
- Excellent relationship building, business development and marketing skills
- Ability to understand the recruitment needs of our clients and job seekers
- Prior experience within the Employment Services sector highly regarded
- Demonstrated ability to interpret and apply complex guidelines, administrative procedures and processes
- Excellent communication, time management and relationship management skills
- Demonstrated ability to work as a member of a team
- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations
- Positive approach to a continual changing work environment and continuous improvement
- Strong client focus and desire to be a part of a growing, high achieving, successful service organisation
- Ability to operate in a highly ethical manner
- Flexibility to work across multiple sites at little notice



- Willing to complete the company's Leadership Development Program
- Knowledge of and commitment to quality assurance and continual improvement;
- Ability to identify and report WHS, EEO, quality management and risk management issues;
- Full driver's licence and willingness to travel when required.

DESIRABLE CRITERIA

- Experience in or knowledge of Disability Employment Services and/or Post School Support Programs;
- Minimum two years' experience in leading small teams, preferably within the employment sector

KEY PERFORMANCE INDICATORS

- Exceed Commencement, Placement and Outcome targets
- DES Contracts to be minimum 3 Stars and above
- Meet contract compliance, quality and customer service measures
- Role model the Company Values
- Complete BUSY Ability's Leadership Development Program

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. This position may include travel.

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

Employee Signature: _____ Date: _____