

**POSITION DESCRIPTION**

**TITLE: Employment CONSULTANT**

**DIVISION: EMPLOYMENT SERVICES**

**APPROVED BY: EMPLOYMENT SERVICES TEAM LEADER OCTOBER 2024**

**MAIN PURPOSE**

Responsible to the Employment Services Team Leader for the provision of DES Employment Services for people with a disability.

**PRINCIPLE ACCOUNTABILITIES**

* To assist in providing employment opportunities for people with a disability by facilitating job search programs and case management of clients.
* To assess the vocational needs of clients with a disability in terms of work skills, job search techniques and support requirements.
* To provide appropriate intervention strategies that will assist workers whose employment is at risk due to the impact of a disability.
* To provide support to clients to successfully gain employment, ensuring a smooth transition and then ongoing support throughout their employment journey.

**Key Duties**

* **Case Management**: Undertake required tasks, including client interviews, plan negotiation, record keeping, system records.
* **Improve job-readiness**: Identify skills gaps, training and development activities such as short courses and work experience.
* **Pre-employment preparation**: Assist and train clients in all aspects of job search processes, including letter/resume development, interview skills, telephone techniques, and related activities.
* **Marketing**: of See Differently Employment Services; including through direct contacts, applicant-based marketing and networking, to achieve employment outcomes, gain new clients and promote See Differently services.
* **Job placement**: Actively assist clients to obtain an employment placement, education placement outcomes.
* **Targets**: Contribute to the achievement of DES-ESS recognised outcomes and employment services financial targets.
* **Maintain employment**: Provide post placement and ongoing support to clients, including liaison with employers to assist in the achievement of sustainable employment. Assess the needs of workers whose job is at risk due to their disability and negotiate with employers to assist clients to retain their position.
* **Collaboration:** Working with a range of providers, health professionals and other services staff to meet the needs of clients.
* **Operate computer systems**: Including use of ESSWeb, complete Microsoft Office Package and See Differently internal systems as required.
* **Compliance**: Comply with all DES guideline requirements and raise awareness regarding any issues.
* **Flexibility**: Undertake other duties as required. Some intrastate travel and/or out of hours work may be required to support Employment Services.

**Clinical Governance**

The workforce comprises all personnel who are employed or contracted, including health practitioners, staff who provide clinical support and staff who have an indirect role in providing support to clients. This includes responsibilities to:

* Prioritise the provision of safe, quality support and services to clients every time.
* Provide support and services in accordance with evidence-based policies, procedures, protocols and standards.
* Engage in ongoing learning, development and performance reviews to develop and maintain skills and competence to be able to perform roles and responsibilities for clinical quality and safety.
* Speak up and raise concerns, including reporting incidents and risks relating to clinical quality and safety.
* Work to improve the quality and safety of clinical support, participate in improvement activities and contribute to a culture of respect, safety, transparency, accountability, teamwork and collaboration.

**Organisational Compliance**

* Ensure sound operational knowledge of legislative, regulatory requirements.
* Ensure that you are aware of, understand and operate in accordance with See Differently’s Human Resource (HR) policies and procedures, including (but not limited to), See Differently’s Code of Conduct and Resolution of Grievances.
* Ensure a sound knowledge of See Differently’s quality assurance policies, procedures, products, services and systems to comply within the authorities and restrictions in relation to the duties of this role.
* At all times, ensure consumer rights are adhered to in accordance with the National Disability Insurance Scheme Quality and Safeguards and National Standards for Disability Services and any other relevant service standards and legislation as appropriate.
* Undertake your duties and responsibilities in a safe and proper manner that observes See Differently’s Work Health and Safety (WHS) policies, procedures and operating practices and do not expose yourself or others to any risk of injury.
* Ensure adherence to privacy and confidentiality of information that conform to the requirements of See Differently and the Privacy Act when accessing client details.
* Undertake any other duties as required by the Employment Services Team Leader.

# PERSON SPECIFICATION

**Essential Criteria**

* **Problem solving**: Ability to identify and implement solutions. Awareness of problem-solving models may be useful.
* **Team member**: Proven ability to work cohesively in a team environment.
* **Empathy for clients**: Have an ability to understand issues affecting people who have a disability, including those from all types of backgrounds and cultures, and build relationships with them.
* **Job search skills**: Have the knowledge and ability to assist and motivate clients to successfully gain employment, actively participate in programs, overcome barriers and achieve their goals through various processes including the ability to market clients to employers confidently, tactfully and with discretion.
* **Outcome focus:** Have the ability to achieve outcomes for clients and undertake activities that lead towards this. Display strong performance driven skillsets including the ability to meet key performance indicators on a regular basis.
* **Written and verbal communication**: Excellent interpersonal and conflict resolution skills and a high standard of competency in all communication (verbal and written) methods. Good report writing and record keeping skills.
* **Personal skills**: Must be self-motivated for role and be confident and professional. Self-starter, able to work without constant supervision. Reliable, well organised, sound time management, able to prioritise, schedule and ensure that work is carried out within agreed deadlines. Open, honest and ethical. Good negotiation and conflict resolution skills.
* **Teamwork:** Able to work collaboratively in a team and build strong working relationships within the team and with other internal and external contacts.
* **Listening/questioning**: Ability to elicit all necessary information in order to assess the skills and needs of clients.
* **Computer skills**: Ability to operate Microsoft packages, CRM and database software including ESSweb and other departmental systems.
* **Case management**: Ability to manage a caseload of clients and undertake all required processes for each individual.
* **Networking**: Have the ability and build knowledge to develop and utilise contact networks.
* **Service Standards:** An understanding of the National Standards for Disability Services (NSDS) and National Disability Insurance Scheme Quality and Safeguards is essential.
* **Driver’s Licence**: A current car licence is required.
* **Clearances**: Must hold satisfactory DHS and National Police Clearances.

**Desirable Criteria**

* **Employment program experience**: Experience working within the Disability Employment Services program or similar is highly regarded.
* **Qualifications:** Certificate IV in Disability Services, or other qualification acceptable to NDIA to deliver NDIS supports.
* **Group Job Search**: Ability to work with small groups and an understanding of group dynamics an advantage.
* **Knowledge:** Of issues facing people who are blind, vision impaired, deaf, hard of hearing or have an intellectual disability.

**Special Conditions**

# Travelling between various See Differently offices, including Adelaide, Port Adelaide, Gilles Plains and Noarlunga sites is essential.

# KEY PERFORMANCE INDICATORS

* Compliance with DES-ESS requirements.
* Management of allocated caseload
* Program outcomes

**As the incumbent of this position, I confirm I have read this Position Description and understand its content and agree to work in accordance with the requirements of the position.**

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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

**Managers Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Managers Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**