

**Position Description**  
**Employment Consultant – Disability Employment Services (DES)**

**KARINGAL MISSION**

*To provide quality services that improve the lives of individuals*

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

**BRANCH DESCRIPTION**

**MatchWorks** provides a range of employment and related services to job seekers from 19 sites across Barwon, South Western, North West, Western Metropolitan and Hampden regions. These services include programs from Job Services Australia and Disability Employment Services (DES).

**DIVISION DESCRIPTION**

**Disability Employment Services (DES) provides Disability Management Services and Employment Support Services. These services** support people with a disability, illness or injury who are trying to gain, return to and maintain open employment until they are independent.

**Position Specifics**

<b>Position objective:</b>	To assess the needs of disadvantaged job seekers with disability, injury or health condition and provide a broad range of service assistance measures in order to gain and maintain sustainable employment opportunities.
<b>Reports To:</b>	Site Manager
<b>Division:</b>	MatchWorks
<b>Branch:</b>	Disability Employment Network (DEN) and Vocational Rehabilitation Services (VRS)
<b>Primary Locations:</b>	
<b>Employment status (F/T, P/T):</b>	Full time
<b>Probation:</b>	All positions are offered with 6 month probation period.
<b>Classification &amp; conditions:</b>	Karingal Collective Agreement: MatchWorks Operational Staff Structure
<b>Remuneration:</b>	Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions. Superannuation is paid at 9%

**Position Responsibilities & Duties**

**Client Services**

- Managing the referral/intake process of jobseekers to DES through the IT diary system and strong relationships with referrers and associated key stake holders.
- Establish a rapport with job seekers in order to identify and explore individual needs.
- Assess job seekers skills and vocational & pre-vocational needs.
- Develop and maintain tailored employment pathway plans in conjunction with jobseekers which identifies specific employment outcomes, work preparation strategies, job seeking strategies, tailored interventions (including specialist rehab services) and employment support activities.
- Provide pre-employment assistance and capacity building through vocational counselling,

training, job search skills, and work trials/work experience.

- Promote job seekers to employers and market for appropriate job matches between job seekers and employers.
- Assist clients with communication and communication strategies when job seeking, at interviews, and in the workplace
- Achieve job placements and sustainable employment outcomes relevant to funding requirements
- Maintain regular face to face contact with clients in line with contractual needs
- Support workers in maintaining employment through post placement support and in line with individual needs:
  - as required by the worker or employer
  - assisting with worker familiarisation with the job and induction to workplace
  - job design and modifications
  - making periodic telephone calls or visits to the workplace to assess worker progress

### **General**

- Educate employers, co-workers and local business community of people with disability & injury, health condition to break down employment barriers and community stigmas.
- Supportive, flexible and willing to meet and adjust to management and changing business needs.
- Development of effective relationships with jobseekers with disability, injury and health conditions and with key stakeholders,
- Assessment of jobseeker skills, abilities, identification of barriers and intervention strategies.
- Development of tailored employment pathway plans in line with individual needs.
- Implement skills and personal development/capacity building activities for jobseekers (including accredited and non accredited training)
- Use of appropriate tools and servicing strategies in assisting jobseekers to gain and maintain sustainable employment opportunities.
- The ability to work in a flexible manner in order to meet changing business and operational needs
- The ability to manage a challenging workload through prioritisation and effective time management.

### **Communication**

- High level of demonstrated verbal, listening and written communication skills are required

#### **INTERNAL COMMUNICATION REQUIREMENTS**

- Employment Consultants/Case Managers
- Employer Services Consultants
- Occupational Therapist
- Management
- Claims Officer/Administration and reception staff
- Other MatchWorks/Karingal staff

#### **EXTERNAL COMMUNICATION REQUIREMENTS**

- Job seekers
- Employers
- Job Capacity Assessors
- Other agencies including RTO's, allied health professionals and social service providers

### **Documentation & Compliance**

- Completion of a broad range of documentation is required as per DEEWR contracts and/or MatchWorks work procedures.
- Record and maintain detailed case records and progress reporting in accordance with contractual and MatchWorks policy and procedures
- Documentation and records must be completed to a high quality standard in line with set requirements
- Documentation must be accurate, up-to-date and submitted in a timely manner
- Provide a service which meets the Disability Service Standards and other associated Quality systems and compliance requirements (including Karingal Quality systems, DEEWR Code of Conduct and Service Guarantee).

### **Contribution to team and continuous improvement**

- Willingness to undertake further training for self development
- Display professionalism in all internal and external communications and transactions
- Develop, engage and/or maintain links with associated and relevant support agencies, mental health providers and other key stakeholders involved parties (such as family members,

- educators, and social workers etc) to ensure continuity of care for the job seeker
- Continually survey the local job market in order to locate suitable vacancies
- Participate in staff meetings, policy and organisational development activities

**Other duties as directed by manager or supervisor**

**Measurable Results & Outcomes**

**Client Outcomes:** Contribution to the achievement of Program KPI's, Star Ratings and role objectives. *Client feedback; results of site specific initiatives; and, observation and feedback from Regional and General Manager.*

**Client Services:** Delivery of high quality services to existing and potential clients. Successfully building effective and respectful relationships with clients and their carers: *Client satisfaction and feedback, observation and feedback from Regional and General Manager.*

**Compliance:** Compliance with internal and external contracts and requirements- including Karingal and MatchWorks internal Policies, Procedures and Work Instructions as well all Disability Employment Services contract provisions: *Results of internal and external audits and reviews; and, observation and feedback.*

**Documentation:** Successful and timely completion of all documents/reporting to a high standard in terms of quality and compliance: *Results of internal and external audits, monitoring and reviews; and, observation and feedback.*

**Individual and team development:** Evidence of successful and beneficial networking and relationship management with relevant stakeholders, personal/professional development and contribution to the team: *Feedback & observation, Team Meeting documentation, probation and performance review, training,*

**Performance of general position responsibilities to a high standard**

**Key Selection Criteria & Skills/Attributes**

<b>Essential:</b>	<ul style="list-style-type: none"> <li>▪ Proven ability to build rapport and maintain effective relationships with clients, peers and relevant agencies/key stakeholders towards gaining and maintaining sustainable employment opportunities.</li> <li>▪ Highly developed interpersonal skills</li> <li>▪ Demonstrated high level professionalism, compliance and attention to detail</li> <li>▪ High level of oral and written communication skills</li> <li>▪ Ability to manage time and work loads effectively to business priorities in a challenging environment</li> <li>▪ Proficiency in using Microsoft Office software programs</li> <li>▪ Completion of Police Check</li> </ul>
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>▪ Experience or understanding of the disability field and barriers to employment experienced by people with disabilities, injury and health conditions</li> <li>▪ Accredited qualification in allied health, counselling, psychology or similar</li> <li>▪ Proven experience in injury case management</li> <li>▪ Previous experience in employment services</li> <li>▪ A current Victorian drivers licence</li> </ul>

**Application Details**

<b>Application instructions:</b>	Please send applications including cover letter and current resume to MatchWorks via email. Late applications will not be accepted.		
<b>Email:</b>	<a href="mailto:workwithus@matchworks.com.au">workwithus@matchworks.com.au</a>	<b>Contact person:</b>	Nikki Brogan Recruitment Officer MatchWorks (03) 5229-8733
<b>Closing date:</b>			

***“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.***

Please visit our website for more information: [www.karingal.org.au](http://www.karingal.org.au)