

Position Description
Employer Services Manager – Job Services Australia

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.

DIVISION DESCRIPTION

MatchWorks provides a range of employment and related services to job seekers from 19 sites across Greater Geelong, Metropolitan Melbourne, Greater Bendigo and the Hampden region. These services include Job Services Australia, Disability Employment Services (DES).

BRANCH DESCRIPTION

Job Services Australia helps eligible job seekers by providing individually tailored assistance to develop pathways into sustainable employment.

Position Specifics

Position objective:	To manage the activities and staff of the employer services department. To ensure achievement of job placement targets whilst providing a quality service to jobseekers and employers in accordance with the Job Services Australia Code of Practice. This must be achieved within the financial constraints of the Employer Services Budget. To also identify partnership opportunities for sites and services that will assist in working with our clients. To identify and create opportunities to identify employer needs and encourage sites to upskill clients to meet employer demand.
Reports To:	Regional Manager Job Services Australia
Division:	MatchWorks
Branch:	Job Services Australia (JSA)
Primary Location:	Sunshine
Employment status (F/T, P/T):	Full time
Probation:	All positions are offered with 6 month probation period.
Classification & conditions:	Karingal Collective Agreement: MatchWorks Operational Staff Structure
Remuneration:	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

Employer services

- Research needs of employers
 - Ensure the needs of employers are being met by identifying what skills they require in their staff and feeding that information to sites to up-skill clients to meet employer expectations
 - Identify / create opportunities to create working partnerships with services that will benefit our employers and clients

Community Partnerships

- Develop relationships to support sites
 - Provide information to all sites on programs and services in the area that are relevant to assisting clients barriers etc.

Leadership and Innovation

- New Strategies and Approaches
 - Identify new programs or activities that will help to improve the service delivery and performance of our services
- Analytical Thinking and Planning
 - analyse performance and financial data to project future performance
- Self Development
 - strive to accomplish all set objectives
 - volunteer/participate in activities/training that will increase skills
 - identify possible re-assignments to other offices as opportunities to build on self improvement
- Motivation of Staff
 - strategic planning of performance targets and group rewards
 - regular consultations with staff to offer support when required
- Change Management
 - ensure change announcements are made in an affirmative and professional manner
 - maintain a positive approach to new processes, strategies and challenges
 - encourage the appreciation and application of any change

Contribution to Management Team

- Responsiveness and Flexibility
 - provide support to the regional/operations manager and cooperate with new challenges/direction
- Feedback and Suggestions for Continuous Improvement
 - provide ideas and solutions for overall service and performance improvement for the Branch
- Contribution to MatchWorks' Development
 - participate with business plan implementation
 - maintain high performance at the site to enhance growth opportunities
- Support of Management Team Decisions
 - positively and proactively support and implement group and senior management decisions

Self Management

- represent MatchWorks in a professional and ethical manner at all times
- knowledge of available resources
- continuously seeking to increase and refine available resources
- well-organised approach to providing employment services to job seekers
- ensuring staff are performing consistently against their key objectives
- coordinating multiple projects simultaneously and productively
- superior self-management skills, including record keeping and performance analysis
- services delivered on site with respect to the Job Network Code of Practice
- application of Karingal's policies

Interpersonal Skills

- ability to relate to staff from a wide range of backgrounds whilst ensuring they maintain an outcome focussed approach
- display empathy to staff and to job seekers at appropriate instances
- a high level of interpersonal and written communication skills, including interviewing, assessment and planning skills
- assist staff development by both empowering and challenging their work practices
- provide advice about the employment service and other assistance available to job seekers and employers
- ensure all job seeker, employer and other network interactions at the site are conducted with a high level of customer service
- ability to contribute ideas to improving work quality and performance
- an ability to contribute to the success of the Branch
- contribute innovative ideas for continuous improvement at MatchWorks

- o participate in internal projects with other sites and managers as required

Communication

- The main internal interaction will be with the Site team, other Site Managers, the Recruitment Officer, the Public Relations Officer and the MatchWorks Senior Management Team.
 - o Internal
 - conduct regular meetings with staff at the site, both in a group forum and individually
 - liaise with other site managers and members of the Senior Management Team to monitor performance and identify areas for service improvement
 - maintain supportive relationships with managers at other branches of Karingal
- The main external interaction will be with MatchWork’s existing and new employers, industry networks, Centrelink, the and the Dept of Education, Employment and Workplace Relations (DEEWR)
 - o External
 - liaise closely with other service providers including Community Work Co-Ordinators, Job Capacity Assessors and Training Institutions in order to maintain knowledge of and influence activities available to jobseekers
 - participate in relevant industry conferences and training
 - liaise closely with local employers
 - maintain helpful communication with DEEWR and Centrelink staff, and ensure requests are promptly responded to

Other duties as directed by manager or supervisor

Measurable Results & Outcomes

Performance

- JPO Performance
 - o achieve ratings in accordance with key objectives
- Performance Trends
 - o monitor current trends and forecast future performance levels
 - o maintain improving performance in all areas of performance measurement
- Business Share
 - o optimise share of referrals
- Quality of Audits
 - o conduct monthly audits and feedback identified areas of improvement to staff and senior management
- Management of Income/Expenditure
 - o ensure all due income is received at the earliest availability
 - o monitor expenditure and review costs to ensure good custodianship of Karingal’s resources
- OH&S
 - o complete site orientations and audits as required
 - o follow up on any identified risks
 - o document required actions with regard to the Karingal OH&S policy

Key Selection Criteria & Skills/Attributes

Essential:

- Extensive experience in the delivery of employment and training services for people with disadvantages.
- Demonstrated skills in service development, implementation and monitoring.
- Demonstrated ability to manage and motivate staff to achieve high quality employment outcomes.
- The ability to manage and monitor outcomes, targets and budgets.

	<ul style="list-style-type: none"> • Proven communication and people management skills, including an understanding of Human Resource policies and responsibilities. • Sound experience working in a Labour Market Program aimed at employment outcomes for unemployed people. • Understanding of financial information including monthly and annual budgets. Extensive administrative experience, including high level computer literacy. • A current driver's licence 		
Desirable:	<ul style="list-style-type: none"> • A variety of tertiary qualifications could provide useful background to perform the functions of this position • Solid experience in Employment Services and an understanding of strategies to address barriers to employment • Knowledge of contemporary recruitment practices and procedures 		
Application Details			
Application instructions:	<p>Please send applications including cover letter and current resume to Karingal via email or post as below.</p> <p>Late applications will not be accepted.</p>		
Email:	workwithus@matchworks.com.au	Postal address:	MatchWorks Level 1/22 Malop St Geelong 3220
Contact person:	Nikki Brogan Recruitment Officer MatchWorks (03) 5229 8733		
Closing date:			
<i>“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”.</i>			

Please visit our website for more information: www.karingal.org.au