



## position description

<b>Job Title:</b>	Employment Solutions Partner
<b>Position ID:</b>	6709
<b>Location:</b>	Butchulla   Pialba
<b>Division/Programme:</b>	Client Services
<b>Immediate Manager:</b>	Business Manager

### about us

**yourtown** is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

### purpose of the position

This position is responsible for providing individually tailored employment related services to employers, aimed at assisting young people to achieve ongoing employment outcomes consistent with their individual needs and abilities.

### responsibilities

May include, but are not limited to

- Work collaboratively with the team to deliver quality services that enhance the lives of young people by focusing on their strengths and inherent abilities:
  - Deliver services which are individually focused in recognition that every young person is unique
  - Deliver services that are outcome focused, professional and aligned with child safety requirements
  - Create opportunities for changes in lives of young people through enhanced employment and education outcomes
- Identify and secure employment opportunities for young people to achieve ongoing/future employment outcomes, including:
  - Build rapport and strong relationships with employers to grow a network of employer contacts, maintaining a database of secured accounts and pro-active contact regime



- Build and maintain rapport with young people to help them gain long term employment
- Build and maintain relationships with internal and external stakeholders including yourtown services and networks, Local Community Groups and Industry, Government Agencies, Employers and Training Organisations. Actively participate and respond to employment and training opportunities that are distributed by these groups
- Identify the needs of employers and negotiate and provide solutions that are relevant to their workforce needs and that of the young people, including pre-employment training
- Provide guidance to employers on labour market concepts, opportunities and employer incentives that are available
- Promote and place young people into employment vacancies and opportunities appropriate to their abilities and interests, such as:
  - Develop and deliver strategies to market young people utilising a variety of methods including cold calling, reverse marketing, industry networking, advertising analysis, and internet research
  - Actively promote and place young people into employment vacancies and opportunities appropriate to their abilities and interests
- Administer activities as required to maintain program compliance and effectiveness, including:
  - Match and refer job seekers using the relevant system to fill employment vacancies in order to meet monthly performance targets
  - Coordinate referrals to yourtown enterprises as required
  - Record job vacancies and placements
  - Maintain client records and ensure compliance to systems and program guidelines
  - Provide systematic post placement support to employers with the view to secure ongoing employment opportunities and support job seeker job retention in conjunction with the employment services team
- Work within organisational frameworks:
  - Understand a diverse range of challenges affecting disadvantaged young people in securing sustainable employment
  - Understand and meet quality and complaint requirements as per contractual obligations
  - Understand and adhere to Federal and State legislative requirements
  - Establish and maintain professional and productive relationships with internal and external stakeholders
  - Achieve individual KPI's and team goals to meet outcome targets set for the workplace and delivery contract/ program requirements
  - Establish and maintain professional and productive relationships with internal and external stakeholders



- Participate in other duties as may be required to achieve efficient and effective **yourtown** services
- Participate in and meet the requirements for Practice Supervision and Client Skills Training
- From time to time you may be required to assist in other locations. You may also be required to travel intrastate, or interstate, as required.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
  - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective
  - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services
  - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance System processes
  - From time to time be required to assist in other locations and travel intrastate, or interstate, as required.

at **yourtown** our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement
- Invest in their own ongoing professional development and leadership capability through active learning, seeking feedback and participating in **yourtown** leadership impact opportunities
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce

selection criteria

Essential knowledge, skills, abilities:

- Tertiary qualifications in a relevant field with a minimum two (2) years' experience relating to Employment Services, Marketing, Sales or Business; or a minimum three (3) years specialised experience in a similar role.
- Demonstrated understanding of the local labour market as well as the challenges to employment faced by disadvantaged young people.
- Demonstrated capability to successfully market a product or service to create opportunities for job seekers with a self-motivated approach.
- Ability to develop local community networks, and knowledge of the range of government and community organisations and networks that are involved in providing services to young people.
- Well-developed interpersonal skills and the ability to build rapport with employers and young people and strong negotiation skills.
- Strong time management, problem solving skills, organisational skills, and the ability to manage multiple tasks with competing priorities.



- Demonstrate an understanding of and commitment to the opportunities for change in the lives young people available through enhanced employment, education and training outcomes.
- Computer literacy, strong administrative skills, demonstrated attention to detail and a commitment to accuracy and quality.

requirements

The Employment Solutions Partner must always:

- Comply with the relevant state or territory requirements for working with children
- Maintain satisfactory National Criminal History Check
- Possess an unrestricted current Driver's Licence
- Comply with **yourtown** immunisations requirements
- Demonstrate professional conduct, behaviour and communication that is in line with **yourtown's** Values and Behaviours as outlined in the Code of Conduct
- Maintain confidentiality and discretion in all matters
- Align to our mutuality of safety for self, others, and in our workplaces
- Uphold the **yourtown** safeguarding commitment in every aspect of your role

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
v1.1	JC HRBP	20/11/2023	20/11/2023	<b>Moved to updated template. TT</b>