

## Mission Australia

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| About us: | <p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p> |
| Purpose:  | <p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>  |
| Values:   | Compassion Integrity Respect Perseverance Celebration  |
| Goal:     | To reduce homelessness and strengthen communities.   |

### Position Details:

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| Position Title:   | Employment Advisor - Disability Employment Services   |
| Classification:   | Employment Service Delivery Employee  |
| Level:            | Level 2   |
| Function:         | Service Delivery – Employment Services  |
| Reports to:       | Program Manager   |
| Position Purpose: | To assist job seekers with a disability, injury or health condition who need assistance to find a job and occasional support in the workplace to seek, gain and maintain sustainable employment through supporting them to manage their vocational and non-vocational barriers to employment. |

### Position Requirements (Key activities for the role)

| Key Result Area 1  | Assessment   |
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| <b>Key tasks</b>   | <b>Position holder is successful when</b>  |
| <ul style="list-style-type: none"> <li>Conduct job seeker assessments to determine their existing skills and experience as well as vocational and non-vocational barriers to employment</li> <li>Develop and record individualised Employment Plans for every eligible job seeker.</li> <li>Monitor the flow of job seekers into the service and work with Centrelink, JCA providers and National Panel of Assessor members, providing appropriate information to ensure the accurate classification and support is approved for jobseekers.</li> <li>Undertake job seeker reviews in order to determine the effectiveness of</li> </ul> | <ul style="list-style-type: none"> <li>Effective job seekers assessments completed daily in accordance with contractual requirements</li> <li>Accuracy and quality of job seeker assessments result in achievement of placement and outcome KPIs</li> <li>Thorough and effective Employment Plans are created for all assessed job seekers and lodged within set service timeframes.</li> <li>Reviews are undertaken within contract timeframes and plans are amended or changed to</li> </ul> |

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| <p>interventions and if required identify further areas for intervention or assistance.</p> <ul style="list-style-type: none"> <li>• Maintain up to date knowledge of contracts, policies and procedures that impact the operating environment.</li> </ul>  | <p>respond to changing requirements.</p>   |
| <p><b>Key Result Area 2</b></p>   | <p><b>Job Seeker Support</b></p>   |
| <p><b>Key tasks</b></p>   | <p><b>Position holder is successful when</b></p>   |
| <ul style="list-style-type: none"> <li>• Undertake job matching activities on behalf of job seekers on the caseload to facilitate job placements</li> <li>• Undertake meetings with job seekers to determine and agree an appropriate action plan in line with the Employment Plan.</li> <li>• Refer job seekers to suitable vocational and non-vocational programs including training, counselling, government agencies and providers, work experience to address their barriers to employment.</li> <li>• Hold regular review meetings with job seekers to track their progress to their Employment Plans and where necessary identify additional actions required.</li> <li>• Provide advice to job seekers on all elements of the job search process, including resume and interview preparation and applications, and Centrelink compliance requirements.</li> <li>• Provide encouragement, advice and motivation to help job seekers maintain employment and help overcome issues or concerns.</li> </ul> | <ul style="list-style-type: none"> <li>• Placement targets are achieved.</li> <li>• Action plans support the delivery of initiatives outlined in the Employment Plan and result in job seekers gaining employment</li> <li>• Job seeker referrals to programs deliver employment outcomes.</li> <li>• Reviews are undertaken at allocated intervals and report on the progress to plan as well as any additional actions where needed.</li> <li>• Advice to job seekers is accurate and supports employment outcomes.</li> <li>• Job seekers are supported in jobs once placed resulting in ongoing employment.</li> </ul> |
| <p><b>Key Result Area 3</b></p>   | <p><b>Relationship Management</b></p>  |
| <p><b>Key tasks</b></p>   | <p><b>Position holder is successful when</b></p>   |
| <ul style="list-style-type: none"> <li>• Develop relationships with job seekers to allow suitable initiatives to be undertaken and ongoing support to be maintained.</li> <li>• Develop strong and collaborative relationships with the Work Experience and Sales Team in order to design and deploy effective strategies for the placement of job seekers.</li> <li>• Undertake a range of job seeker</li> </ul>   | <ul style="list-style-type: none"> <li>• Positive relationships are developed with job seekers which result in KPIs being met.</li> <li>• A collaborative approach to job placement is taken resulting in positive outcomes for employers and job seekers.</li> <li>• Strong relationships are developed with providers to ensure positive and effective outcomes for job seekers.</li> </ul>  |

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| <p>marketing and promotion activities to introduce them to employers including cold calling, direct marketing activities introduction and interview support.</p> <ul style="list-style-type: none"> <li>• Establish a strong knowledge of the local employment market and identify suitable clients to meet local business needs.</li> <li>• Develop relationships with training and specialist service providers, both internal and external, in order to effectively coordinate and deliver positive outcomes for job seekers.</li> <li>• Participate in case conferencing activities with the Site Manager, peers and job seekers.</li> </ul> | <ul style="list-style-type: none"> <li>• Pathways Plans are developed in consultation with Site Managers and key activities implemented.</li> </ul>   |
| <p><b>Key Result Area 4</b></p>  | <p><b>Compliance</b></p>  |
| <p><b>Key tasks</b></p>  | <p><b>Position holder is successful when</b></p>  |
| <ul style="list-style-type: none"> <li>• Monitor the activity of job seekers to ensure they meet their obligations.</li> <li>• Complete expenditure requests within organisational guidelines.</li> <li>• Record all required information in IT systems in a timely and accurate manner.</li> <li>• Comply with all internal and external policies and procedures including contractual obligations, OHS, Privacy, EEO and Disability Service Standards.</li> <li>• Maintain a thorough understanding of the contract and guidelines through regular use of internal and external bulletins and updates.</li> </ul>                              | <ul style="list-style-type: none"> <li>• Job seeker activity is monitored and logged in systems as per policies and procedures.</li> <li>• All jobseeker expenses are appropriately administered and recorded.</li> <li>• Mission Australia policies and procedures are adhered to.</li> <li>• Compliance with funding body and regulatory guidelines.</li> <li>• Contract or guideline changes are implemented immediately.</li> </ul> |
| <p><b>Key Result Area 5</b></p>  | <p><b>Administration</b></p>  |
| <p><b>Key tasks</b></p>  | <p><b>Position holder is successful when</b></p>  |
| <ul style="list-style-type: none"> <li>• Record job seeker comments in an accurate and up to date fashion in job seeker files, electronic and paper files, and keep these private and secure.</li> <li>• Complete a range of administration tasks including reports and audit activities.</li> </ul>   | <ul style="list-style-type: none"> <li>• All job seeker files are accurate, up-to-date and kept in accordance with Mission Australia policy and procedures.</li> <li>• All administration tasks are completed accurately and on time.</li> </ul>  |

## Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Experience in Disability Employment Services, Job Services Australia or case management is desirable
- Tertiary qualifications in disability, health, human resources or related field is advantageous
- Experience in working with vulnerable people/ and or people with disabilities
- A proven track record in achieving KPIs
- Experience in administration
- Computer literate and proficient in Microsoft Office packages and other operating systems
- Excellent customer service and interpersonal skills
- Demonstrate experience in recruitment including ability to build rapport with clients and match them with appropriate placements.
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### Key challenges of the role

- The ability to implement solutions that address individual job seekers barriers, both vocational and non-vocational, ensuring that they will ultimately lead the job seeker into employment. In addition the ability to manage a case load of job seekers in line with internal and external policies and procedures.

## Compliance checks required

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|-------------------------|--------------------------------|
| Working with Children   | <input type="checkbox"/>       |
| National Police Check   | <input type="checkbox"/>       |
| Vulnerable People Check | <input type="checkbox"/>       |
| Drivers Licence         | <input type="checkbox"/>       |
| Other (prescribe)       | <input type="checkbox"/> _____ |

## Approval

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Manager name

Approval date

