

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain 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:

Position Title:	Sales Support Co-Ordinator
Division:	Service Delivery
Reports to:	Program Manager
Position Purpose:	<p>To meet employer needs by placing job seekers into vacancies and support their transition to work by overcoming any issues that occur.</p> <p>To build relationships with employers and jobseekers to improve sustainability of employment evidence collection to support claims lodged and to obtain suitable vacancies for Disability Management and VTEC clients</p>

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Sales Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none">• Lodge vacancies in IT systems• Undertake job matching activities and schedule interviews for candidates• Assist clients in the transition to work by maintaining contact with employers and clients up until the 26 week outcome period• In consultation with Employment	<ul style="list-style-type: none">• Able to lodge vacancies into ESS and CRM systems• Sites achieve placement and outcome targets• Evidence obtained supports outcomes• Employers and clients are supported throughout the recruitment , interview and outcome stages

<p>Advisors, Sales Representatives implement strategies to support clients to increase employment hours in line with benchmarks</p> <ul style="list-style-type: none"> • Offer and generate wage subsidies in line with Department and Mission Australia guidelines 	<ul style="list-style-type: none"> • Strategies lead to an increase in job placement, 13 and 26 week outcomes • A wage subsidy can be created in ESS and CRM
Key Result Area 2	Business Development
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Undertake a range of sales and marketing activities including cold calling, reverse marketing, employer visits – face to face or via phone • Monitor client progress in employment or prior to interview stage to ensure sustained employment and continued positive relationships • Develop and maintain networks with the view to form long-term business partnerships/ relationships with relevant stakeholders 	<ul style="list-style-type: none"> • Marketing activities are undertaken in a professional manner and result in the placement of DMS / VTEC clients • Client and employer relationships are maintained to ensure clients stay employed and repeat business is secured • Relationships developed with a range of external stakeholders to improve opportunities for the service and secure additional vacancies for clients
Key Result Area 3	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Complete transactions for placement of job seekers in ESS and CRM • Complete file notes with accurate, secure and up to date information • Complete a range of administrative tasks including reports and audit activities • Maintain adherence with all internal and external policies and procedures including contractual obligations, O H & S, Privacy and EEO • Ensure all relevant Mission Australia claim verification forms and templates are used with regards to placements and claims 	<ul style="list-style-type: none"> • All required actions are completed and actioned within ESS and CRM with 100% accuracy • All client files are stored as per MA policies and procedures • All administration tasks are completed accurately and on time • All internal and external policies and procedures are adhered to • MA forms and templates completed and meet internal and external audits

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

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 relationship management with internal and external stakeholders
- A proven track record in achieving KPI's
- Experience in Disability Management Services or case management
- Experience in working with those suffering disabilities and / or vulnerabilities and/or complex needs
- Administration experience
- Computer literate and proficient in Microsoft Office packages and other operating system
- Knowledge of the DMS Contract and /or similar employment programs

Key challenges of the role

- To meet employer needs whilst achieving sustainable employment outcomes for a diverse range of job seekers.
- Undertaking a range of direct marketing activities including cold calling, client visits and reverse marketing

Compliance checks required

Working with Children ☐

National Police Check ☐

Vulnerable People Check ☐

Drivers Licence ☐

Other (prescribe) ☐

Approval

Manager name

Approval date