

Position Description

Title	Coordinator Employment Services
Business unit	Jobs Victoria Employment Services
Location	134-140 Fryers Street, Shepparton
Employment type	Part Time (60.8 hours per fortnight) – Maximum Term to 31 March 2025
Reports to	Senior Manager – Family Violence

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position Purpose

The Coordinator Employment Services will provide supportive leadership to a small team of employment mentors delivering the Jobs Victoria Employment Services program. The coordinator is responsible for the achievement of milestones and reporting to funding bodies.

The coordinator is responsible for building strong relationships with employers, other stakeholders and liaising with employment mentors to source suitable placements for clients from a multi-cultural, refugee or asylum seeker backgrounds.

2. Scope

Budget: Nil

People: Employment Mentors (2 FTE), students on placement and volunteers where applicable.

Position Description

Coordinator Employment Services

3. Relationships

Internal

- Senior Manager – Employment Services
- Employment Mentors
- Other Uniting Staff
- Volunteers

External

- Department of Jobs, Precincts and Regions
 - Employers
 - Community agencies and support services
 - Other Key stakeholders
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4. Key Responsibility Areas

Service Delivery

- Build and sustain strong working relationships with potential employers in the community and seek networking opportunities within the region
- Develop and maintain relationships with participants, employers and other key stakeholders.
- Represent the organisation and implement local/regional level partnerships and capacity building programs.
- Maintain and evaluate effectiveness of partnerships.
- Facilitate and maintain relationships with government agencies, community organisations, support groups and local businesses.
- Complete a broad range of documentation as per contractual & Uniting requirements. Documentation must be accurate, up to date and submitted in a timely manner.
- Guide and coach participants through the stages of the employment process alongside the Employment Mentors
- Assist Mentors with other tasks when required.
- Assist Senior Manager in the management and oversight of program.
- Contribute to the development of organizational and program specific policies and procedures, ensuring that employment services staff adhere to such protocols in service delivery.
- Coordinate the collection and maintenance of program data relevant to reporting, including reviewing the data to identify emerging issues requiring advocacy.

Administration & Finance

- Monitor program funding, track funding claims and ensure invoices are raised in a timely manner.
- Support the Senior Manager in monitoring program budgets and transactions.
- Ensure activity budgets are prepared, monitored and corrective action taken where necessary.
- Ensure finance and administrative matters are efficiently dealt with.

Quality and Risk

- Manage escalated client issues and provide advice and guidance to employment staff, ensuring the coordination of both internal and external services to resolve the matter.
- Influence the organisation's stance on the risk issues using knowledge of business and commercial practices.
- Participation in service review mechanisms and evaluation of service delivery to facilitate development of best practice.
- Understand the risk requirements and impact on the service practices.
- Advise senior management on risk management approaches.
- Evaluate business practices and make or recommend changes.

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People and Teams

- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Stakeholder Relationships

- Maintain professional communication and service coordination with partner agencies
- Participate in internal and external networks, meetings and forums representing the issues of jobseekers and providing sound advice on these issues.
- Liaise with local employers, community organisations, government and other stakeholders to develop and maintain stakeholder relationships

Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on any ongoing work with another organisation

5. Performance Indicators

- Effective team management and leadership
- Quality of work
- Compliance with program requirements
- Timely completion of all activities and meeting all program targets

6. Person Specification

Qualifications

- A qualification in Business, Marketing or related discipline is preferred but not essential.
- A current driver's license is essential.

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Experience

- Experience in supervision or a demonstrated understanding of the aspects of professional supervision
- Experience providing support, guidance and leadership resulting in high quality outcome.
- Previous experience in the delivery of Employment Services programs
- Experience in Community / Employer engagement and relationship management
- Demonstrated experience in providing high quality customer service.
- Experience working in a target driven environment.
- Experience with dealing with complex individuals and situations.
- Experience working with multicultural and newly arrived communities.
- Strong networking experience

Core Selection Criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Ability to supervise workers in varied program areas.
- Experience working within an organization undergoing growth and change.
- Ability to work well both autonomously and as part of a team.
- Ability to work in a changeable environment and meet tight deadlines
- Strong verbal and written communication skills
- Strong negotiation skills
- Highly developed cross-cultural communication and sensitivity to cultural issues
- Strong report writing skills, including a demonstrated ability to meet program requirements and financial reporting obligations

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: