

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Employment Consultant	Department	Community Programs – Employment Services
Location	Site Based – Various locations, QLD	Direct/Indirect Reports	0
Reports to	Team Leader	Date Revised	Feb 2021
Industrial Instrument	Labour Market Assistance Industry Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0031244

■ Position Summary

The Employment consultant is responsible for utilising a range of strategies to achieve sustainable long term employment outcomes for Red Cross clients with vocational and non-vocational barriers. Depending on the Site and/or the needs of the client, support may be end to end (including post placement support) or only for designated stages of the employment journey.

■ Position Responsibilities

Key Responsibilities

- Provide individual case manage support to Clients, identifying appropriate strategies to overcome vocational and non-vocational barriers and place clients into long term sustainable employment
- Undertake assessments of clients to tailor programs and support to meet their needs
- Develop and deliver workshops and other programs (eg interview coaching, resume preparation) to prepare clients for employment
- Ensure compliance with all aspect of the Deed and other statutory and legislative requirements (including documentary evidence requirements and capturing of client records)
- Undertake local marketing activities to promote disability employment services internally and externally with clients, employers, funding bodies and local communities
- Work to the site service delivery ensuring continuous improvement occurs across all areas and that services comply with evolving and changing legislative and contractual compliance requirements. This includes Deed variations, Policy changes, ISO 9001 and NSDS standards
- Ensure client servicing is in line with National Standards for Disability Services and Red Cross service delivery model
- Comply with the Red Cross Ethical Framework, including the Red Cross Fundamental Principles and observation of all Red Cross Policies and procedures, including Workplace Health & Safety

■ Position Selection Criteria

Technical Competencies

- Thorough understanding of DES and all contractual and compliance requirements
- Demonstrated track record of working with and empowering people with a disability and/or from diverse backgrounds
- Ability to build effective working relationships and rapport with others

- Demonstrated ability to influence and motivate others
- Strong written and verbal communication skills
- Ability to develop and conduct workshops eg resume writing, job search etc
- Ability to build local and professional networks to identify opportunities for clients and business growth
- Demonstrated experience of reverse Marketing or cold calling
- Track record of achieving set targets and benchmarks
- Highly organised
- Intermediate proficiency in MS Office or similar software and experience using databases

Qualifications/Licenses

- Depending on Site Location, a Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.