

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:	Community Engagement /Sales Representative - Disability Employment Services
Classification:	Employment Services Delivery Employee
Level:	Level 2
Function:	Service Delivery – Employment Services
Reports to:	Program Manager
Position Purpose:	To actively promote Mission Australia's Disability Employment Service, with the goal of developing collaboration within the community and also between internal and external service providers as well as the goal being to attract potential referrals into Mission Australia's Disability Employment Service. The role will also be responsible for building relationships with employers, community providers and job seekers to support the growth of the DMS

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

Key Result Area 1	Program Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Monitor client progress by providing post placement support with both job seekers and employers to ensure sustained employment and continued positive relationships with the service. Collect evidence to support all 	<ul style="list-style-type: none"> Effective post placement support is provided to ensure job seekers reach 13, 26 and 52 week employment outcomes. Appropriate evidence is collected in a timely manner All job placement fees are claimed.

<p>milestones to secure outcome payments</p> <ul style="list-style-type: none"> • Confirm and claim all job placement fees • Maximise all employment outcomes by identifying job seekers who are not meeting their requirements and implementing strategies and solutions with employers to meet requirements • Provide relief support for Employment Advisor's when needed 	<ul style="list-style-type: none"> • Strategies and solutions are implemented to ensure all employment outcomes are maximised. • Effective relief is provided to Employment Advisors when needed.
Key Result Area 2	Sales Operations
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Undertake a range of sales and marketing activities including cold calling, client visits, reverse marketing of clients (over the phone and face to face) and other sales activities in order to drive placements within the region • Develop tools and resources and/or business improvement strategies to support the growth of the Disability contract 	<ul style="list-style-type: none"> • Sales and Marketing activities are undertaken which results in the achievement of placement targets • Tools, resources and/or business improvement strategies are developed and implemented which result in grow the Disability contract.
Key Result Area 3	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Develop relationships with job seekers to allow suitable initiatives to be undertaken and ongoing support to be maintained. • Develop strong and collaborative relationships with the Sales Team in order to design and deploy effective strategies for the placement of job seekers. • Undertake a range of job seeker marketing and promotion activities to introduce them to employers including cold calling, direct marketing activities introduction and interview support. • Establish a strong knowledge of the local employment market and identify suitable clients to meet local business needs. • Develop relationships with training and specialist service providers, both internal and external, in order to 	<ul style="list-style-type: none"> • Positive relationships are developed with job seekers which result in KPIs being met. • A collaborative approach to job placement is taken resulting in positive outcomes for employers and job seekers. • Strong relationships are developed with providers to ensure positive and effective outcomes for job seekers. • Pathways Plans are developed in consultation with Program Managers and key activities implemented. • Collaborative relationships with key external stakeholders are developed and maintained.

<p>effectively coordinate and deliver positive outcomes for job seekers.</p> <ul style="list-style-type: none"> • Participate in case conferencing activities with the Program Manager, peers and job seekers. • Develop and maintain relationships with external businesses including key stakeholders and influencers in the local community 	
Key Result Area 4	Compliance
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Maintain an up to date knowledge of the Disability Employment contract and guidelines • Complete and manage all system administration tasks needed to ensure compliance for all placements and outcomes 	<ul style="list-style-type: none"> • They are able to utilise their up to date knowledge of the Disability Employment contract and guidelines in the course of their day to day work. • All systems administrative tasks are completed in timely and compliant manner.
Key Result Area 5	Community Participation and Engagement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Deliver one on one and group information sessions to prospective participants and stakeholders • Engage with and support potential referrals to ensure a smooth transition into the service. • Facilitate meetings with the participants key support networks. (eg. Teachers, family members.) • Organise participation in local community expos, forums, and events • Design and coordinate events for target groups to increase the profile of Mission Australia DMS and deliver key messages 	<ul style="list-style-type: none"> • Increase in referrals, especially direct registrations • Smooth transition for jobseekers from initial contact to commencement • Potential participants understand how and why to access our service • The wider community have an increased awareness and utilisation of DES program • Actively participates in community expos, events, and forums. • Development and extension of existing or new community partnerships. • Established networks provide an ongoing referral base. • Achieves agreed and appropriate Jobseeker commencement targets into DMS service (post assessment)

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 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
- Sales and Marketing experience
- 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.

Key challenges of the role

- The ability to ensure a flow of jobseekers to the site by utilizing key support networks in the industry, ensuring a smooth transition from referral to commencement.
- 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.
- Ensuring consistent achievement of KPI's.

Compliance checks required

Working with Children ☐

National Police Check ☐

Vulnerable People Check ☐

Drivers Licence ☐

Other (prescribe) ☐ _____

Approval

Manager name

Approval date