

POSITION DESCRIPTION

WORKFORCE PARTNER

Division:	DES
Department:	Employment
Job Profile:	ESD Level 1
Banding or Award:	Labour Market Assistance Industry Award 2020
Classification	Employment Services Officer Grade 2
Reports To:	Manager – DES

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people’s right to both choice and self-determination. We have a passion to make an impact on people’s lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace, encourage** and support **diversity** in everything we do



LEADERSHIP

We are a sector and service leader by **innovating, improving,** and **partnering** with others



COURAGE

We **act** on our **values** ensuring they are central to everything we do



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity, appreciation,** and **recognition**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

Primary Purpose

The Workforce Partner is focused on providing ongoing support to customers and employers within the Disability Employment Services (DES) program to ensure sustainable employment and outcomes are realised.

The role devises interventions and solutions to work with the customers and employers to improve prospects of maintaining sustainable employment, while also working with employers to appropriately plan and develop their workforce to create future employment opportunities and to improve overall staff retention.

Key Accountabilities

Service Delivery

- Maintain regular contact with customers and employers, providing mentoring and advice
- Maintain progress reviews and identify next steps at each milestone, ensuring all customers move forward in their journey.
- Introduce and advise on best practice solutions and effective interventions when required
- Provide guidance on appropriate training and coordinate activities around workplace diversity and creating customised employment.
- Ensure service delivery activities comply with all requirements of contractual deed and guidelines and with organisational policies
- Prioritise day to day activities to ensure results achieved whilst demonstrating empathy with customers, to support sustainable employment outcomes
- Effectively plan your day as part of a remote team servicing many locations.

Relationship Development

- Build and maintain effective employer partnerships.
- Seek opportunities to further embed CoAct offering and services with employer by imbedding themselves in each employer organisation.

Post Placement Support

- Ensure effective and timely communication with customers and employers to deliver post placement care, ensuring employment continues and outcome milestones are reached
- Keep contact with customer and employer as scheduled on and off site.
- Complete risk assessments and take timely and effective actions to mitigate risks
- Record all actions within the required timeframes, ensuring all schedules are maintained regularly with documentary evidence and attempts to contact.
- Gather evidence to meet administration requirements and submit claims on time.

Administration

- Organise daily schedules and appointments.
- Accurate keeping of evidence and records.

Quality – Continuous Improvement

- Ensures services are delivered efficiently and effectively according to policy/ procedure/practice and suggests opportunities for improvement.
- Acts on feedback and resolves complaints.
- Ensures all programme operations are conducted efficiently and effectively and continuously reviewed and improved.

Financial Sustainability – Value for money

- Achieves agreed performance targets.
- Works with Manager to pursue opportunities for growth and partnership collaborations.
- Requests approval for additional wage subsidies and other participant purchases.

Risk Management – Compliance – WHS

- Ensure all activities are conducted safely – considers and promote the physical & psychological safety of participants, employees and other stakeholders

Position Dimensions

Decision making is subject to Delegation Policy, relevant legislation, regulations, Ability Options policy and procedure and in conjunction with divisional executive.

Key Relationships

Internal

Employment Team Members
Employer Account Managers
Claims Team
Customer Service Centre
Other internal stakeholders as required

External

Participants
Employers
Other external stakeholders as required

ESSENTIAL CRITERIA

- Experience and/or ability to create customised employment opportunities and diversity programs
- Excellent written and verbal communication skills, with the ability to build rapport and sustain working relationships Confident to seek opportunities for job carving, job sharing and creating opportunities that are not defined by job titles but may be by task, etc
- Proven experience in job seeker service delivery ad mentoring, able to effectively assess jobseeker training needs and provide guidance
- An astute motivator, able to foster genuine and positive relationships with others
- Ability to analyse job requirements and effectively support job seekers and employers according to their needs
- Strong problem-solving skills and initiative – able to find solutions and understands the key contract levers that are important in getting people into jobs
- High level of resilience and ability to keep a positive attitude when responding to a range of challenging situations
- Strong negotiation skills, able to overcome objections and challenges
- Experienced in reverse marketing
- Able work effectively autonomously and collaboratively in a team
- Manage own workload, timelines are strictly adhered to and KPI's are achieved as set by the Employer
- Thrives in a target based fast paced environment, a self-starter that can work autonomously to reach targets
- High level of computer literacy
- Confidence with facilitating and delivering small group trainings and workshops
- Valid NSW Driver Licence
- Valid Police Check
- Valid NSW Working With Children Check

DESIRABLE CRITERIA

- Relevant tertiary qualifications or equivalent experience within the Employment Services, Customer service, Sales, Training, Rehabilitation, or Community Services or a similar type of industry is highly desirable, and/or working knowledge of DES contract Deed and guidelines.

SIGN OFF

Employee Name:

Signature:

Manager Name:

Signature:

Date:

VERSION CONTROL

PD DEVELOPED BY:

Robert Bakous – HR Business Partner

PD APPROVED BY:

Karen Newman – General Manager – Employment Programs

REVIEWED BY HR:

18 May 2023

PD EFFECTIVE DATE:

18 May 2023