

POSITION DESCRIPTION

Workforce Retention Consultant

Division:	Employment
Department:	IEA
Job Profile:	ESD Level 1
Award:	Labour Market Assistance Industry Award 2020
Classification or Salary Band:	Employment Services Officer Grade 2
Reports To:	Manager - IEA

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



LEAD

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 Retention Consultants' (WRC) primary role is ensuring that once participants are placed in employment, they receive the necessary support and modifications to remain in their jobs. The focus is on long term job retention, reducing turnover, and increasing overall satisfaction for both employees and employers.

Acting as a bridge between the employer and the employee, ensuring that both parties have the tools, education, and support needed to maintain a successful working relationship. As participants progress in their jobs, WRCs provide career planning, helping participants identify future goals, skill-building opportunities, and pathways for advancement within their chosen industry.

WRCs are responsible for converting placements to specific milestone outcomes. The effectiveness of WRCs is measured by the stability of placements, participants career advancement, and successful management of outcome claims.

Key Accountabilities

Organisation/Sector Knowledge

- Maintain working knowledge of the organisation, Specialist Programs division, local community, funding body programs, plans and contractual requirements, as relevant to the role.
- Maintain working knowledge of:
 - Specialist Programs division strategies, plans, programs, and other relevant information
 - Government Department strategies, plans, programs, initiatives, contracts, and other relevant information
 - Local labour market and community, including employers, training providers and other relevant stakeholders
- Maintain knowledge of Ability Options strategic objectives and how this role contributes to them
- Maintain knowledge of relevant program standards and guidelines
- Maintain working knowledge of Ability Options' and CoAct's policies & processes
- Maintain knowledge of, and strong relationships with, internal stakeholders and services that interact with the program
- Build and maintain relationships with relevant stakeholders, including community connections, local employers, and service providers, to enhance collaboration and drive mutually beneficial initiatives.

Planning

- Undertake Workplace Compatibility Assessments to determine the support needs of participants in particular roles
- Develop and implement action plans to address retention challenges, including setting clear goals and strategies for improvement for both employer and participant
- Ensure goals, actions and activities are represented in the participants Job Plan and it remains current
- Create and maintain a Career Action Plan with activities and goals aligned to the phase of servicing
- Ensure all compliance related requirements are in place for claim eligibility (e.g. Job Plans, Minimum Contacts).

Leadership

- Perform all designated duties and additional tasks as requested
- Organise and check own work, provide guidance and share knowledge with team members, perform reasonable duties to assist team as required.
- Promote the organisational values by always representing the organisation in a positive manner with participants and relevant stakeholders.
- Adopt a professional approach to personal accountability, work in a collaborative manner with others and communicate respectfully and effectively with other team members.
- Proactively engage and prospect new employers to support participants who are facing role challenges, or seeking new job pathways, ensuring compliance, enhancing role fit, and driving both participant and employer success

Communication

- Maintain regular contact with participants and employers, providing mentoring and advice to ensure long-term job retention
- Work with participants to achieve consent to contact their employers, ensuring effective and timely communication with participants and employers to deliver post placement care, ensuring employment continues and outcome milestones are reached
- Assist participants to manage their consent to contact employers and disclosure of the disability or health conditions
- Keep contact with participant and employer as scheduled, both on and off site.
- Create and maintain regular schedules of contact using the JobReady Support Tracker
- Build relationships with employers to negotiate tailored job opportunities, including work trials or job carving.
- Provide continuous support post-placement, focusing on retention strategies to ensure long-term success.

Service Excellence

- Review and develop targeted actions based on the Workplace Compatibility Assessments and implement interventions for identified support needs
- Assist participants to develop and agree on actions that will underpin achieving their goals
- Ensure servicing and assessment results are documented and used in determining referral to Ongoing Support Assessments
- Read and understand support implementation requirements as a result of Ongoing Support Assessments and ESATs
- Following assessment, work to ascertain the most appropriate time to anchor the position, aligning the phase movement to any pay period start dates
- Maintain an enquiring approach, using assessments, and participant information to determine support needs and internal or outsourced allied health where necessary
- Participant conversations should be support focused, and participants should understand the purpose and value of participation in the service.
- Maintain progress reviews and identify next steps at each milestone, ensuring all participants move forward in their journey, including supporting further development once in employment
- 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.
- 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 team servicing many locations.
- Build and maintain effective employer partnerships.
- 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.
- Regularly review the declared earnings to identify any reduction in hours or earnings that might impact the claim
- Regularly confirm and document declared earnings assessment with participants and employer where ROI is in place.
- Assist participants to declare earnings or rectify any incorrect declared earnings
- Input wage history information in JobReady, and update the status, service periods, suspensions/volunteer
- Adhere to CoAct claim submission processes to ensure timely and efficient assessment of claims
- Track and monitor the payment of Wage Subsidies, ensuring evidence requirements are achieved and employers submit invoicing information by key milestone date
- Assist with the application of reimbursement implementation of any Job Access-related supports or expenses
- Assist with the purchase of any related supports or equipment, managing expenses through JobReady

- Accurate keeping of evidence and records.
- Conduct in-depth task analysis for participants, aligning their skills and preferences with potential job roles or customised work experiences
- Perform other duties as needed to contribute to service delivery, participant support and success, and the operational needs of the organisation.
- As required, support Ability Options' WorkReady (NDIS Employment) program, staff, and participants to achieve objectives

Quality – Continuous Improvement

- Ensures services are delivered efficiently and effectively according to policy, procedure, practice and suggest opportunities for improvement.
- Act on feedback and proactively work to resolve complaints with support from the Manager
- Ensure all programme operations are conducted efficiently and effectively and continuously reviewed and improved.
- Seek opportunities to further embed Ability Options /CoAct offering and services with employer by embedding themselves in each employer organisation.
- Engage with employers to build presence in the region and to support the goal of being the provider of choice
- Gather evidence of progress and completion, and requirements to substantiate progress fee.

Financial Sustainability – Value for money

- Achieves agreed performance targets.
- Works with Manager and other relevant stakeholders to pursue opportunities for growth and partnership collaborations.
- Requests approval for additional wage subsidies and other participant purchases.
- Ensure evidence for claims is obtained in a timely manner and meets all Deed and Guideline requirements

Risk Management – Compliance – WHS

- Review compliance requirements for servicing on a regular basis (ESAT, OSA, Job Plan)
- Maintain appointment compliance (File Notes, Schedule, Result)
- Conduct workplace risk assessments as required
- Ensure all activities are conducted safely and considers and promotes the physical & psychological safety of participants, employees and other stakeholders
- Apply and promote Work Health and Safety (WHS) principles in all areas of operations

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
- Employment services managers
- Corporate services and internal support teams
- Other internal stakeholders as required

External

- Participants
- Employers
- Community service providers
- Suppliers
- Relevant government departments and agencies
- Peak bodies
- Other external stakeholders as required

ESSENTIAL CRITERIA

- Appropriate to the relevant program:
 - Working knowledge of The Disability Services Act and Disability Service Standards
 - Comprehensive working knowledge of the relevant government department's services, contracts, deeds, and other relevant information
 - Working knowledge of the NDIS and Ability Options' NDIS Employment program.
- Demonstrated recruitment expertise within B2B sales environments, or other relevant/similar experience, driven to succeed in identifying opportunities and converting into placements
- Ability to develop and maintain employer relationships and determine key decision makers
- Ability to effectively work in a target-based, fast paced environment, a self-starter that can work autonomously to reach targets
- Exceptional customer service and interpersonal skills, ability to demonstrate empathy with accountability
- Excellent written and verbal communication skills, with the ability to build rapport and sustain working relationships
- An astute motivator, able to foster genuine and positive relationships with others
- Strong problem-solving skills and initiative – able to find solutions and understands the key contract levers that are important in getting people into jobs
- Able work effectively autonomously and collaboratively in a team
- High level of resilience and ability to keep a positive attitude when responding to a range of challenging situations
- High level of computer literacy
- Manage own workload, timelines are strictly adhered to and KPI's are achieved as set by Ability Options
- Proven experience in participant service delivery and mentoring, able to effectively assess participant training needs and provide guidance
- Ability to analyse job requirements and effectively support participants and employers according to their needs
- Strong negotiation skills, able to overcome objections and challenges
- Experienced in reverse marketing and/or job carving
- Confidence in facilitating and delivering small group training and workshops

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.

COMPLIANCE REQUIREMENTS

DOCUMENT	REQUIRED	OTHER RELEVANT INFORMATION
NDIS Worker Check	No	
Police Check	Yes	
Working With Children Check (NSW)	Yes	
First Aid Certificate (min. HLTAID011)	No	
CPR Certificate (min. HLTAID009)	No	
Driver Licence (NSW – minimum P2)	Yes	
Motor Vehicle Registration Documents	Yes	
Comprehensively Insured Vehicle	Yes	
Professional Qualification	No	If yes, please specify:

SIGN OFF

Employee Name:

Signature:

Date:

VERSION CONTROL

PD DEVELOPED BY:

PD APPROVED BY:

REVIEWED BY HR:

PD EFFECTIVE DATE: