

POSITION DESCRIPTION

Employment Support 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 Employment Support Consultant (ESC) role is centred on participant engagement and capacity building, helping participants navigate their personal challenges and develop the skills necessary for employment.

The ESC is responsible for ongoing case management, specifically within the Intensive Services Stream, where clients actively engage in job preparation and job search activities. The ESC conducts the initial appointment, reviewing participant goals, completing assessments, and developing individualised career action plans.

Throughout the program, the ESC address barriers to employment, coordinate services such as workshops, and monitor participant progress. They work to build each participant's capacity and readiness for employment, ensuring that participants have the necessary skills and support to move into sustainable employment.

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

- Actively engage in work that supports the commencement of participants into the program
- Maintain a timetable of adequate workshops across sites to offer an appropriate selection of capacity building workshops
- Ensure caseload is actively engaged and support progression towards employment
- Prepare and deliver materials for successful capacity building workshops.
- Facilitate planned course material with small groups.
- Record attendance and file notes following each appointment and capacity building session.
- Make any adequate referrals to other workshops as a result of observations or discussions with attendees.
- Schedule and arrange activities for the participant based on goals and actions that have been identified in the career action plan

Leadership

- 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.
- Prospect for employer business and identify new and ongoing employment opportunities through job carving and targeted marketing, database and account management, as well as relevant networking and events

- Actively engage and build rapport with participants utilising a case management model to progress towards employment
- Ensure an understanding of the local labour market, and the resourcing needs and constraints of employers in order to devise effective solutions
- Understand how diversity and inclusion initiatives can be applied in the workplace and effectively articulate to employers and partners the value proposition, benefits and incentives of employing program participants
- Perform all designated duties and additional tasks as requested

Service Excellence

- Assist participants to digitally onboard to the service including, but not limited to, issuing Campus access, supporting them to log in, use accessibility features, sign in, and review relevant documents
- Assess ability to engage in digital technology and program requirements to make recommendations for any adjustment needed for appointments, and provide demonstrations of technology as required
- Confirm if the participant has a resume and upload to JobReady and myGov, or create a resume if needed
- Conduct the OPUS assessment with the participant in Campus
- Complete the Skills Assessment Job Match Attributes in JobReady
- Consider the recommendations of the OPUS assessment, intake form and discussions around job goals, aspirations and support needs to create an informed Action Plan in Campus
- Create the basic Job Plan for the participant
- Schedule the required supports in line with the action plan and book future appointments
- Complete the initial interview form in JobReady and link file note to the appointment
- Meet key performance indicators by converting employer leads into sustainable placements
- Engage with employers to fully understand their hiring requirements, recruitment cycles and maintain relationships with key decision makers
- Conduct participant appointments, guide the participant through the process, identify barriers and devise appropriate management plans and pathways utilising networks in the community
- Identify a combination of activities that lead to progress fees and flag these in the Campus Action Plan
- Maintain progress reviews and identify next steps at each milestone, ensuring all participants move forward in their journey.
- Keep accurate and timely records of participant interactions, conversations, appointments, and other information relevant to the support of a participant in the relevant system, such as JobReady Live.
- Develop strong relationships with participants, both face to face and over the phone, to understand their placement potential and the actions needed to have them be job ready.
- Prioritise day-to-day activities to ensure results achieved whilst demonstrating empathy with participants.
- Effectively plan your day to service assigned locations.
- Provide guidance on appropriate training and coordinate activities around workplace diversity and creating customised employment.
- Regularly review participation and progress in activities, ensuring participants stay on track. If the participant is not on track discuss and work with them to identify any barriers or adjustments needed to support achievement of the activity.
- Record attendance in WAOP to ensure that participation and progress in activities is up to date and current. Where you have identified that a participant has missed an activity, first contact the them to discuss their reasons for missing the activities and work on solutions to re-engage them.
- Complete risk assessments as required and take timely and effective actions to mitigate risks
- Record all other actions within the required timeframes, ensuring all schedules are maintained regularly with documentary evidence and attempts to contact. Ensure a high level of engagement with participants to gather evidence to meet administration requirements and submit claims on time.
- As required, support Ability Options' WorkReady (NDIS Employment) program, staff, and participants to achieve objectives
- Perform other duties as needed to contribute to service delivery, participant support and success, and the operational needs of the organisation.

Quality – Continuous Improvement

- Ensure services are delivered efficiently and effectively according to policy/ procedure/practice and suggests opportunities for improvement.
- Act on feedback and proactively work to resolve complaints with support from the Manager.
- Continuously seek customer acquisition opportunities to build a pipeline of program participants through active community engagement and networking
- Engage with community partners to build presence in the region and to support the goal of being the provider of choice

Financial Sustainability – Value for money

- Achieve agreed performance targets.
- Work with Manager and other relevant stakeholders to pursue opportunities for growth and partnership collaborations.
- Request approval for additional wage subsidies and all other participant purchases.
- Gather evidence of progress and completion, and requirements to substantiate progress fee.

Risk Management – Compliance – WHS

- Ensure service delivery activities comply with all requirements of the contractual deed and guidelines, and with Ability Options and CoAct policies and processes
- Ensure all activities are conducted safely and considers and promotes the physical & psychological safety of participants, employees and all 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	May be required if supporting participants in NDIS Employment programs
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:**