

POSITION DESCRIPTION

Diversity Recruitment Specialist

Division:	Employment Programs
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 Diversity Recruitment Specialist (DRS) role is centred on employer engagement, creating pathways for participants by ensuring employers are engaged, aware, and open to hiring individuals with disabilities.

The DRS are dedicated to employer engagement, focusing on identifying suitable job opportunities that match each participant's skills and goals. Through Reverse Marketing, the DRS build and maintain relationships with employers, connecting participants to inclusive job opportunities. They run Job Clubs, offering guidance in resume writing, interview preparation, and presenting oneself professionally.

The DRS conduct assessments of prospective workplaces, ensuring accessibility and cultural safety. This role also involves educating employers about disability accommodation and advocating for supportive work environments tailored to the needs of each participant.

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

- Work with relevant stakeholders to develop and implement marketing strategies that lead to successful partnerships with account portfolio to achieve direct employment opportunities and sustainable outcomes across the business.
- Work with teams to plan and implement 'strategic pathways' [licences, training etc.] for participants to align with employment opportunities and skills in demand in the local labour market. Monitor job placements to ensure long-term success, including workplace compatibility assessments and follow-up support

Leadership

- Participate as an effective member of site and Specialist Programs.
- Partners with cross-functional teams to positively promote Ability Options and achieve sustained participant employment opportunities.
- Role models Ability Options culture and values and CoAct service delivery model.
- Shares knowledge and experience with team members.
- Represent the organisation at job fairs, expos and community events to promote services, network with employers, and attract participants.

Communication

- Build and maintain effective relationships with a variety of internal and external stakeholders.
- Actively engage with employers and participants to create opportunities
- Provide prompt, thorough and accurate; information/reports to internal and external stakeholders as required.

- Actively seek solutions and resolve issues where appropriate without assistance and escalate/seek guidance from Manager for more complex issues when required.
- Liaise with relevant organisations and community groups to facilitate customer acquisition of key cohorts or skilled workers.
- Effectively communicate and engage in recruitment processes with employers and participants in a timely manner

Service Excellence

- Sources and delivers effective employment solutions to employers and participants.
- Deliver services according to agreed service delivery model.
- Provide tailored 1:1 job search support to participants, focusing on their specific strengths, challenges, and preferences
- Assist participants in navigating various job search platforms, Campus, government services, and other employment resources
- Identify and address any barriers or specific needs faced in the job search process, including those arising from disability or other personal circumstances
- Provide follow-up support and resources for participants to implement job search strategies effectively
- Facilitate job search workshops for groups, focusing on resume building, interview preparation, and other employment readiness topics, ensuring accessibility for all participants
- Use interactive methods (such as mock interviews and role-playing) to enhance engagement and practical learning
- Collaborate with the team to ensure that workshops reflect local labour market trends and meet participant needs
- Support employers in developing inclusive job opportunities that cater to people with disabilities
- Identify and advertise vacancies suited to the diverse abilities of participants through tailored job descriptions
- Coordinate with participants to prepare them for job interviews, ensuring appropriate supports are in place
- Collect and update employer profile information for ongoing recruitment opportunities
- Identify and action necessary training and workplace modifications where required
- Work with relevant consultants to complete workplace compatibility assessments for all interview participants, to help determine support needs for the employer and participant and ensure successful placement
- With the relevant approval, support the setup of wage subsidy agreements, checking eligibility and ensuring agreements are signed and accepted as per guideline requirements
- Support employers to accept wage subsidies in the timeframes required and manage through their relevant government online accounts
- Document in JobReady all contacts regarding, and offering of, wage subsidies, including any host/labour hire agreements necessary for eligibility
- Provide employers with all necessary information regarding eligibility, timeframes and contact information
- Develop compelling employer profiles that capture recruitment needs and align with diversity and inclusion objectives
- Create and implement targeted marketing strategies to promote job placements and engage local employers
- Provide support and guidance to all relevant stakeholders to foster a positive work environment and ensure long-term job retention
- Conduct in-depth task analyses for participants, aligning their skills and preferences with job roles or customised work experiences
- Provide continuous post-placement support, focusing on retention strategies to ensure long-term success
- 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 resolve complaints with support from the Manager

- Work with Manager to implement quality standards and associated processes for business operations.
- Ensure all business operations are conducted efficiently and effectively and continuously reviewed and improved.
- Collect information using inclusive recruitment practices
- Provide constructive feedback to unsuccessful candidates and support the participant to address with the next steps
- Engage with Employers and 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.
- Develop new business with new and existing employers and/or identify areas of improvement to meet quotas
- Request approval for additional wage subsidies and all other participant purchases.
- Works with relevant stakeholders to pursue opportunities for growth and partnership collaborations.

Risk Management – Compliance – WHS

- Ensure service delivery activities comply with all requirements of the contractual deed and guidelines, and with organisational 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 other stakeholders.
- Conduct workplace risk assessments as required.
- Apply and promote Work Health and Safety (WHS) principles in all areas of operations

Position Dimensions

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options policy and procedures, in conjunction with CEO directives.

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:			