

POSITION DESCRIPTION

Position Title:	Jobs Coach	Directorate:	Executive Office
Position Number:	100063	Department:	Executive Office
Employment Status:	Full time	Section:	Jobs Hub
Employment Type:	Fixed Term Contract – 30 September 2027	Location:	Chambers / St Matthews Church
Classification:	Grade 4		
Reports to:	Jobs Hub Coordinator		

PRIMARY PURPOSE:

The primary function of this role is to provide support to job seekers engaged through the Glenorchy Jobs Hub program and support them in their training and employment readiness.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The Jobs Coach reports to the **Jobs Hub Coordinator** on all operational and management matters.
- The role is a key contributor to the Executive Office Team and will liaise with employees of Council.

2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors, contractors, and other professional groups and consultants.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Job Seeker Support and Coaching	• Develop and maintain effective relationships with local businesses and job seekers, to gain a thorough understanding of the local employment environment. • Coordinate and strengthen the connections between Glenorchy's employers and job seekers through identifying and implementing appropriate training and workforce development strategies and activities. • Identify job seekers in the Glenorchy region and provide professional advice and match their skill sets to available job vacancies, leading to sustainable employment. • Facilitate high quality employment solutions which lead to sustainable outcomes by maintaining a detailed knowledge of the local labour market, engaging and assisting employers from local businesses to understand their needs, providing education and information on our services, and assisting employers to access applicable incentives. • Communicate and work effectively with the Jobs Hub Coordinator to promote individual job seekers and to highlight themes and trends. • Use communication and interpersonal skills to maintain established relationships with a range of external service providers within the community to assist job seekers with accessing supporting

	interventions, as well as training that is aligned to their employment goals. • Aid in the promotion of all training initiatives initiated by the Jobs Hub project. • Maintain the Glenorchy job seeker / candidate database (CRM) with up to date information and assist the Jobs Hub Coordinator with reporting requirements where necessary. • Provide effective and experienced job placement, on the job training and post placement support to meet the needs of our job seekers and employers. • Participate in agreed events, functions and meetings to build community awareness and engagement, including the provision of planning and coordinating events to promote workforce development within the local area(s). • Work closely with Employment Service Providers to identify local job seekers who have the skills necessary to meet the vacancy requirements of local businesses in the local area(s).
Customer Service	• Promote the positive image of Council as a whole; • Ensure that a high standard of customer service is maintained to both internal and external customers; • Engage, listen to and act where appropriate on feedback from our customers; and • Implement, evaluate and continuously improve quality systems and processes for the section.
General	• Assist in the achievement of agreed outcomes consistent with department business plans and budgets; and • Perform any other duties as directed.
Organisational Responsibilities	• Support and adhere to Council's policies and procedures, code of conduct and relevant acts; and • The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment.

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

- As per Council's Delegations Register

LICENSES/ACCREDITATIONS/QUALIFICATIONS – ESSENTIAL:

- Full Drivers Licence
- Federal Police Check
- Working with Vulnerable People Card

KEY SELECTION CRITERIA:

1. Proven experience in the recruitment sector or within Workforce Australia or training, with the ability to provide pre-employment services to individuals, groups and local businesses.
2. Demonstrated high level written, IT and oral communication skills including the ability to listen, understand and adapt to a range of audiences and effectively represent and promote the Jobs Hub program to both job seekers and local businesses.
3. Demonstrated ability to thrive in a high paced working environment, utilising strong time management skills, and an ability to prioritise and meet deadlines to achieve set objectives, targets and reporting requirements.
4. In-depth knowledge of the causes and consequences of unemployment and strategies that are successful in helping jobseekers follow pathways to work.
5. An effective and flexible behavioural style to deliver positive Job Hub experiences and seamless coordination of employment support services, demonstrating the ability to work autonomously, display initiative, resilience, and accountability.

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates
Everyone is heard and is valued
We care for the well-being and safety of each other
We check in on each other without being prompted
Listening and being listened to matters

We are trusted

I've got your back and you've got mine
We do what we say we will
We are empowered
Have honest and open conversations
We are trusting and trustworthy
We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together
Solving important problems together
We reach out to others and across teams for help
We collaborate more and handball less
Share our skills and knowledge

We deliver

We serve and stand up for our community
We knuckle down and focus on what matters
We are courageous and determined to find a way
We seek opportunities to continually improve outcomes and then we act on them

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	