

<b>Position Title:</b>	Jobs Coach	<b>Directorate:</b>	Executive Office
<b>Position Number:</b>	100063	<b>Department:</b>	Executive Office
<b>Employment Status:</b>	Full-Time	<b>Position Type:</b>	Indoor Employee
<b>Employment Type:</b>	Fixed-term - 30 September 2027	<b>Location:</b>	Jobs Hub - St Matthew Church
<b>Classification Structure:</b>	Grade 3		
<b>Reports to:</b>	Coordinator Jobs Hub		

### 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 **Coordinator Jobs Hub** for all operational and management matters.
- The role is a key contributor to the Executive Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.

#### 2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, industry suppliers, service providers, visitors and contractors.

### Accountabilities And Responsibilities

<b>Job Seeker Support and Coaching</b>	<ul style="list-style-type: none"> <li>▪ Develop and maintain effective relationships with local businesses and job seekers, to gain a thorough understanding of the local employment environment.</li> <li>▪ Coordinate and strengthen the connections between Glenorchy's employers and job seekers through identifying and implementing appropriate training and workforce development strategies and activities.</li> <li>▪ Identify job seekers in the Glenorchy region and provide professional advice and match their skill sets to available job vacancies, leading to sustainable employment.</li> <li>▪ 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.</li> <li>▪ Communicate and work effectively with the Jobs Hub Coordinator to promote individual job seekers and to highlight themes and trends.</li> <li>▪ Use communication and interpersonal skills to maintain established relationships with a range of external service providers within the community to assist job</li> </ul>
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	<p>seekers with accessing supporting interventions, as well as training that is aligned to their employment goals.</p> <ul style="list-style-type: none"> <li>▪ Aid in the promotion of all training initiatives initiated by the Jobs Hub project.</li> <li>▪ Maintain the Glenorchy job seeker / candidate database (CRM) with up to date information and assist the Jobs Hub Coordinator with reporting requirements where necessary.</li> <li>▪ Provide effective and experienced job placement, on the job training and post placement support to meet the needs of our job seekers and employers.</li> <li>▪ 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).</li> <li>▪ 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).</li> </ul>
<b>Team Work and Collaboration</b>	<ul style="list-style-type: none"> <li>▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability.</li> <li>▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members.</li> <li>▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture.</li> <li>▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community.</li> <li>▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time.</li> <li>▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks.</li> <li>▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication</li> <li>▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Represent the Council in a professional and positive manner</li> <li>▪ Ensure that a high standard of customer service is maintained to both internal and external customers.</li> <li>▪ Identify and contribute to opportunities for continuous improvement in service delivery.</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard.</li> <li>▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations.</li> <li>▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees.</li> <li>▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery.</li> <li>▪ This role may require reasonable after-hours activities and overtime when required by business needs.</li> </ul>

<b>Governance, Risk and Compliance</b>	<ul style="list-style-type: none"> <li>▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations.</li> <li>▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices.</li> <li>▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements.</li> <li>▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements.</li> <li>▪ Proactively identify areas of non-compliance and support the implementation of corrective actions.</li> <li>▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks.</li> <li>▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed.</li> <li>▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.</li> </ul>
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<b>Key Selection Criteria</b>	
<b>Licences</b>	<ul style="list-style-type: none"> <li>▪ Current registration to work with vulnerable people (RWVP)</li> <li>▪ Drivers Licence (preferred but not essential)</li> </ul>
<b>Skills and Experience</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ 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.</li> <li>▪ In-depth knowledge of the causes and consequences of unemployment and strategies that are successful in helping jobseekers follow pathways to work.</li> <li>▪ 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.</li> </ul>

## Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

## 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

## Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

### WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own

We trust and are **TRUSTED** by each other

We know that by working **TOGETHER** we achieve better outcomes

We take personal responsibility, and together we **DELIVER** for our community

**ACKNOWLEDGEMENT:**

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

<b>Employee Name:</b>			
<b>Employee Signature:</b>		<b>Date:</b>	