

Career and Workplace Support Specialist

Success Profile

Your division	Work
Your team	Inclusive Employment Australia (IEA)
You report to	Area Manager

PURPOSE OF YOUR ROLE

This role is focused on achieving sustainable employment outcomes for participants within the Inclusive Employment Australia (IEA) Program. This role ensures the delivery of a service that reflects our Values and an exceptional customer experience.

You will have responsibility for shaping the future for customers within the program. Ensuring appropriate plans and progress take place to become ready for employment, finding sustainable employment outcomes for participants by actively identifying opportunities with regional and local employers through business development and securing placements. You will also devise interventions and solutions to work with the customers and employers to improve prospects of maintaining sustainable employment, while also working with employers to plan and develop their workforce to create future employment opportunities and to improve overall staff.

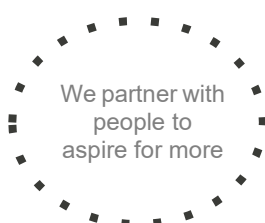
This role works to sales targets and key performance indicators, adhering to the standards of the IEA Program, while continuously seeking to drive customer and employer acquisition through exceptional customer service.

ORGANISATIONAL PROFILE

PURPOSE



MISSION



VALUES



VALUES BASED LEADERSHIP



KEY SUCCESS AREAS



SAFETY	• Adhere to Workplace, Health and Safety policies and procedures supporting our aspiration of Zero Harm within the workplace. • Undertake work in a manner that is not harmful to your health and safety and the health and safety of others. • Continuously monitor workplace conditions, identify and report potential hazards, incidents and any work related or personal injuries/illness that could impact your ability to work safely. • Prioritise safety by actively engaging in all OH&S and other required training programs.
OUR PEOPLE	• Foster a culture of collaboration, ensuring you understand the commitment to shared goals. • Participate in team building activities, including actively participating in the Performance Partnerships Program to ensure individual and team key performance indicators are achieved. • Contribute to regular team meetings to identify work priorities, share ideas, and address areas for improvement. • Assist with problem-solving and resolving any emerging issues to ensure the team's success.
STAKEHOLDER MANAGEMENT	• Actively seek customer acquisition opportunities to build a pipeline of program participants through active community engagement and networking efforts • Prospect and engage with employers and identify new and ongoing employment opportunities through cold calling, database management, account management, networking and attending events. • Develop long-term partnerships with employers with a view to gain repeat business and leverage additional opportunities through providing exceptional customer service based on solid understanding of their current and future business practices. • Engage with employers to understand their workforce requirements, recruitment cycles, and maintain relationships with key decision makers to leverage opportunities for customers. • Collaborate with community partners to build a presence in the region with the view to become the customer provider of choice. • Engage with employers to understand their workforce needs and maintain relationships with key decision makers.
OPERATIONAL EXCELLENCE	• Identify customer goals, strengths, and obstacles, to create appropriate work/life action plans enabling referrals to appropriate servicing, training, vacancies, and activities which support the participant on the journey to job readiness and employment • Create detailed action plans that establish participant employment and lifestyle goals, targeted strategies, actions and steps to achieve employment goals • Conduct thorough initial customer assessments • Conduct Job Seeker Competency Indicators (JSCI's) and capability assessments as required • Review the progress of participant action plans on a regular basis and revise as required.



	Prospect for employer business and identify new and ongoing employment opportunities through cold calling, database and account management, as well as networking and events. • Form committed partnerships with employers to gain repeat business and leverage further partnerships through providing exceptional customer service based on a solid understanding of their current and future business practices. • Develop partnerships with employers for recruitment opportunities. • Engage with community partners to build a presence in the region and to support the goal of being the customer provider of choice • Engage with employers to fully understand their hiring requirements, with the aim of keeping all parties informed and aware of their employment obligations. • Provide appropriate support to employers to maintain existing employment placements and develop future employment opportunities, • Source documentary evidence as a result of successful employer engagement to ensure claims can be processed • Provide appropriate support to participants to maintain existing employment placements and advise site staff and managers of any complex matters • Maintain progress updates and reviews and identify next steps at each milestone, ensuring all participants move forward in their career journey • Maintain regular communication and attend workplace site visits (where possible) with employers and participants to identify any challenges or barriers to ongoing employment that can be addressed immediately • 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. • Ensure accurate records are maintained in WAOP and Job Ready to satisfy DSS and internal desktop monitoring • Ensure service delivery activities comply with all requirements of the contractual deed and guidelines and comply with organisational policies. • Ensure all other standard quality and compliance requirements as part of normal service provision are met • Organise daily schedules and appointments. • Ensure the accurate and timely keeping of evidence and records.
FINANCIAL SUSTAINABILITY	• Contribute to the financial performance of the team through effective management of operating expenditure in line with budget. • Identify opportunities for cost efficiencies and implement solutions where possible.

WHAT YOU NEED TO SUCCEED



CAPABILITIES	• High level of sales and commercial acumen with the ability to identify and secure new business opportunities. • Ability to use data to track performance, identify trends and report on KPIs. • Demonstrated ability to build and maintain strong working relationships and influence key stakeholders to benefit the customer. • Ability to engage and develop relationships with stakeholders that assist with customer supports and provide a positive customer experience. • Ability to take ownership of workload and set clear plans for execution to ensure work is completed within set timeframes. • Ability to work collaboratively and effectively in a team that operates remotely.
SKILLS & EDUCATION	• Relevant qualifications or equivalent experience within the Employment Services, Training, Community Services or a similar sector are highly desirable. • High level proficiency in computer applications, (i.e. Microsoft Word, Excel, PowerPoint and Internet Explorer) relevant to the role. • Exceptional verbal and written communication skills to ensure clear and concise information is tailored to differing audiences. • High level stakeholder engagement and interpersonal skills, including the ability to develop and maintain relationships within a team, with customers and with various stakeholders. • High level of organisational skills with the ability to manage multiple priorities and meet multiple deadlines.
EXPERIENCE	• Demonstrated experience working and/or interacting with people with intellectual disabilities, gained in employment, education, healthcare or community settings. • Demonstrated experience in a sales and target-driven environment with a proven track record of consistently achieving KPIs and targets. • Understanding of the local labour market, including the resourcing needs and constraints of employers, enabling the development of effective solutions to overcome obstacles to employment for customers. • Expertise in recruitment and case management, including maintaining customer records, identifying job opportunities, converting them into placements and providing necessary training and upskilling to ensure customer success. • Demonstrated experience working with a customer focused environment where solution-driven initiatives were developed or transformational change undertaken. • Experience in implementing process/procedures with a customer experience focus. • Demonstrated experience creating customised employment opportunities and diversity programs.



OTHER REQUIREMENTS

- Hold current worker screening checks, as required by legislation and organisational policies.
- Hold a current Class C Driver's License.



