

## POSITION DESCRIPTION

### RECRUITMENT MENTOR

Division:	DES
Department:	Employment
Job Profile:	ESD Level 1
Banding or Award:	Labour Market Assistance Industry Award 2020
Classification	Employment Services Officer Grade 2
Reports To:	Manager – DES

### 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



#### LEADERSHIP

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 Recruitment Mentor is focused on finding sustainable employment outcomes for participants within the DES program by actively partnering with participants to build capacity, and identifying opportunities with local employers through business development and securing placements.

The key to success in this role will be brokering and maintaining effective relationships with employers, proactively understanding their resourcing needs and successfully matching candidates to opportunities.

## Key Accountabilities

### Employer and Stakeholder Management

- 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 with a view 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
- Actively engage and build rapport with participants utilising a case management model to progress towards employment
- 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
- 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

### Service Delivery

- 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 customer appointments, guide the customer through the process, identify barriers and devise appropriate management plans and pathways utilising networks in the community
- Maintain regular contact with customers and employers, providing mentoring and advice
- Maintain progress reviews and identify next steps at each milestone, ensuring all customers move forward in their journey.
- Develop strong relationships with customers, both face to face and over the phone, to understand their placement potential and the actions needed to have them be job ready.
- Ensure service delivery activities comply with all requirements of the contractual deed and guidelines, and with organisational policies and processes
- Prioritise day to day activities to ensure results achieved whilst demonstrating empathy with customers.
- Effectively plan your day to service assigned locations.
- 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.

### Post Placement Support

- Ensure effective and timely communication with customers and employers to deliver post placement care, ensuring employment continues and outcome milestones are reached
- Keep contact with customer and employer as scheduled.
- Complete risk assessments and take timely and effective actions to mitigate risks
- Record all actions within the required timeframes, ensuring all schedules are maintained regularly with documentary evidence and attempts to contact.

- Gather evidence to meet administration requirements and submit claims on time.

#### **Administration**

- Organise daily schedules and appointments.
- Accurate keeping of evidence and records.

#### **Quality – Continuous Improvement**

- Ensures services are delivered efficiently and effectively according to policy/ procedure/practice and suggests opportunities for improvement.
- Acts on feedback and resolves complaints.
- Ensures all programme operations are conducted efficiently and effectively and continuously reviewed and improved.

#### **Financial Sustainability – Value for money**

- Achieves agreed performance targets.
- Works with Manager to pursue opportunities for growth and partnership collaborations.
- Requests approval for additional wage subsidies and other participant purchases.

#### **Risk Management – Compliance – WHS**

- Ensure all activities are conducted safely – considers and promote the physical & psychological safety of participants, employees and other stakeholders

### **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  
 Employer Account Managers  
 Centralised Claims and finance Teams  
 Customer Service Centre  
 Other internal stakeholders as required

#### **External**

Participants  
 Employers  
 Other external stakeholders as required

### **ESSENTIAL CRITERIA**

- Demonstrated recruitment expertise within B2B sales environments, or other relevant/similar experience, driven to succeed in identifying opportunities and converting into placements
- Ability to development 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 the Employer
- Proven experience in job seeker service delivery and mentoring, able to effectively assess jobseeker training needs and provide guidance
- Ability to analyse job requirements and effectively support job seekers and employers according to their needs
- Strong negotiation skills, able to overcome objections and challenges
- Experienced in reverse marketing
- Confidence with facilitating and delivering small group trainings and workshops
- Valid NSW Driver Licence
- Valid Police Check
- Valid NSW Working With Children Check

## 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.

## SIGN OFF

Employee Name:

Signature:

Manager Name:

Signature:

Date:

## VERSION CONTROL

PD DEVELOPED BY: Robert Bakous – HR Business Partner

PD APPROVED BY: Karen Newman – General Manager – Employment Programs

REVIEWED BY HR: 18 May 2023

PD EFFECTIVE DATE: 18 May 2023