

isaSKILLS



Mount Isa Skills Association
IsaSKILLS

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ABN 73697336567

POSITION DESCRIPTION

POSITION TITLE:	Work Experience Placement Officer
INDUSTRIAL INSTRUMENT:	Labour Market Industry Award
PROGRAMME:	Job Services Australia
RESPONSIBLE TO:	Work Experience Coordinator
RESPONSIBLE FOR:	No delegations.
LOCATION:	Mount Isa

ABOUT THE ORGANISATION

Mount Isa Skills Association Inc (isaSKILLS) is a non-profit organisation which delivers various programmes into the community for Disability, Employment, Youth and Training services.

isaSKILLS was formed to provide training and employment related assistance to Jobseekers and employers in Mount Isa, Cloncurry, Longreach, Normanton and the surrounding regions. Our highly trained staff are dedicated in providing you with a quality service that is second to none.

Primarily, **isaSKILLS** relies on funding from federal and state Government Departments. The number of Departments providing funds has increased over the years since 1997. **isaSKILLS** acquires additional income through fee-for-service work, such as accredited and industrial training, labour hire, and other miscellaneous non-core activities.

POSITION DESCRIPTION

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BACKGROUND

The **Work Experience Placement Officer** has a key role in assessing job seekers suitability for placement into activities that are aimed at addressing:

1. Multiple non vocational barriers: This will be a structured individual or group activity that minimise barriers and builds confidence, social networks and quality work habits.
2. The need for basic employability/foundation skills: This may be:
 - a. in a team based project work on community/environmental projects to develop communication skills, work ethic,
 - b. working in a team combined with accredited training;
 - c. participation in Literacy programs for job seekers, followed by work experience placement to familiarise with Australian work culture;
3. The need for skills development – This may be a short work placement/trial or taster course to ensure fit for a specific industry, followed by completion of vocational training (through PPP) and then placement into a position, or participation in an Access Program moving into a traineeship;
4. Those who are relatively work ready: The emphasis will be on real work experience including placements with not for profits and local authorities, work trials with private employers and voluntary work in the work area of interest.

POSITION OBJECTIVE

To contribute to the sites performance by placing job seekers into tailored Work Experience activities designed to build on the job seekers strengths and identified abilities and address the job seekers vocational and non vocational barriers. All activities must have an emphasis on creating a pathway for job seekers to a sustainable employment and/or social outcome.

KEY RESULTS AREAS

1. To commence and place job seekers into tailored Work Experience activities within specified benchmarks.
2. Maintain files, file notes, claim evidence and correctly completed forms that satisfy DEEWR and IsaSKILLS JOB futures contractual requirements.
3. Maintain knowledge of current contractual requirements and operation updates.
4. Ensure service delivery and activity outcomes are in line with IsaSKILLS JOB futures and DEEWR contractual requirements and guidelines.
5. Contribute to the sites performance achievement by working with team members in identifying suitable placement opportunities for the work experience job seekers that best meeting their contact requirements.
6. Contribute to the quality work environment with positive contribution and solutions to operational problems and by maintaining professional relationships with all other office staff.

RESPONSIBILITIES

1. Assess job seekers needs and identify appropriate work experience activities – including vocational and non vocational options.
2. Where appropriate conduct joint interviews with job seeker and their Employment Officer (EA) to negotiate the most appropriate Work Experience activity.
3. Update Employment Pathway Plans (EPP) with an appropriate Work Experience activity(s), with achievable objectives which provide a clear progression towards employment.
4. For transitional job seekers develop an effective EPP.
5. Commence job seekers into work experience phase and verify in the DEEWR system.
6. Provide job seekers with an induction which explains their rights and obligations under Work Experience, including the “no show – no pay” requirement.
7. Negotiate Work Experience placement with delivery organisation, e.g. sponsor, host, employer, RTO, social enterprise etc.
8. Within the contractual timeframe place job seeker in an appropriate Work Experience activity; verify in DEEWR system.
9. Liaise with Work Experience activity delivery organisations to confirm and monitor placements including participation requirements.
10. Report any incidents involving work experience activities and jobs seekers to Work Experience Coordinator.
11. Maintain database (WEXP Central).
12. Conduct monthly job seeker contacts, including assisting with job search activities.
13. Liaise with EAs to link job seekers to employment opportunities..
14. Provide courtesy contact to job seekers to follow up non attendance in Work Experience.
15. Where appropriate, report connection failures and other no show failures of job seekers to their EA and/or Centrelink.
16. Where appropriate liaise with job seekers, EAs and/or Centrelink to arrange for JSCI reassessment.
17. Maintain a level of contract and operational knowledge that is conducive to satisfying contractual requirements at all times.

KEY COMPETENCIES

- Ability to tailor placements to enhance an individual’s opportunity for employment.
- Ability to mentor clients through developing effective working relationships.
- Ability to develop and implement a plan to achieve employment objectives.
- Ability to work within performance and compliance frameworks.

RELEVANT EXPERIENCE/QUALIFICATION (Preferred)

- Experience in assisting people with disadvantages.
- Experience in assessment.
- Experience in facilitating groups.
- Experience working with a range of stakeholders including, RTO’s, community organisations, industry and internal staff.
- Experience maintaining accurate records and file notes (electronic and paper-based).

- Experience or ability to work in a program with Key Performance Indicators and compliance framework.

REQUIRED SKILLS/KNOWLEDGE – SELECTION CRITERIA

- Sound knowledge of local demographic and labour market including its' SWOT.
- Excellent communication skills including ability to quickly establish rapport with job seekers and key stakeholders. Good negotiation, advocacy and conflict resolution skills.
- Comprehensive assessment skills.
- Effective time management skills.
- Excellent computer and administration skills including demonstrated ability to articulate employment application documents.

CHARACTERISTIC BEHAVIOURS

- Employs an ethical and professional approach to work practices.
- Values diversity and is positive about the strengths and potential of people: from different cultures, of differing ages, of differing physical abilities, or other differences.
- Listens to job seekers, stakeholders and colleagues attentively and non defensively.
- Is positive and encourages people to play to their potential or individual strengths.
- Takes responsibility for own actions; doesn't blame others.
- Makes consistently appropriate decisions for the client and organisation by applying policy, information and own practical judgement.
- Stays focused; uses time effectively and meets goals.
- Maintains a sense of humour, emotional balance, and resilience and remains effective even when under pressure.
- Willingness to adapt in times of uncertainty and rapid change.
- Finds ways to do things differently or smarter for job seekers, stakeholders and team.

RELATIONSHIP TO OTHER TEAM MEMBERS

The Work Experience Placement Officer will be required to work closely with the **Work Experience Coordinator** and **Employment Officers** when placing job seekers into tailored Work Experience activities. The Work Experience Placement Officer also liaises with the **Work Experience Co-ordinator** and **Work Experience Administration Support** in order to keep up to date on job seekers progress to achieving sustainable employment or education outcomes.

IsaSKILLS Job Futures Values

In IsaSKILLS Job Futures we:

- share a commitment to social justice and environmental sustainability
- foster open and honest communication based on trust and respect
- celebrate diversity by nurturing individuals' skills and strengths in order to achieve our common goals
- respect the wellbeing of each individual, and support staff to achieve a work-life balance
- encourage individual and collective learning and creativity
- strive for excellence, continuously improving our organisation
- value open discussion and debate so that everyone has a say in decisions that affect us all
- are passionate about what we do

ACCEPTANCE OF POSITION DESCRIPTION

Approved by CEO		Agreed by Incumbent	
Date		Date	