

# isaSKILLS



Mount Isa Skills Association  
IsaSKILLS

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[www.isaskills.org](http://www.isaskills.org)

ABN 73697336567

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Disability Employment Services Employment Advisor</b>
<b>INDUSTRIAL INSTRUMENT:</b>	Labour Market Industry Award
<b>PROGRAMME:</b>	Disability Employment Services
<b>RESPONSIBLE TO:</b>	Disability Employment Services Coordinator
<b>RESPONSIBLE FOR:</b>	No delegations
<b>LOCATION:</b>	Mount Isa

### ABOUT THE ORGANISATION

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

**isaSKILLS** was formed to provide training and employment related assistance to Jobseekers and employers in Doomadgee, 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.

## BACKGROUND

The Disability Employment Services (DES) program is an initiative of the Commonwealth Government to assist people who have a disability to participate in open employment.

## POSITION OBJECTIVE

To assist and motivate job seekers with a disability to locate, obtain and maintain award wage employment. In the area of marketing, the position will require canvassing for vacancies by linking with existing employers, networking, accessing current Job Services Australia providers and cold calling of employers. The appointee must comply with the Disability Service Standards and maintain all client files and documentation in accordance with DEEWR requirements.

## KEY RESULTS AREAS

1. Effective and efficient delivery of the services to participants under Disability Employment Services.
2. Develop an understanding of a diverse range of disability issues.
3. Manage all aspects of a caseload including interviewing, assessing candidates, determining training and employment needs and marketing for employment vacancies and referrals.
4. Provide pre-employment training, work experience and on-site training as required
5. Develop new employment opportunities for clients by pro-actively marketing.
6. Effectively communicate and document all procedures and outcomes of clients using the ESS/Gemma/DENMAX client management systems and maintaining a hard client file.
7. Liaise and develop strong networks with DEEWR, Centrelink, Community providers, Education providers and employers.
8. Attend network meetings as directed.
9. Clearly understand contractual targets and conditions.
10. Achieve all targets set by the organisation.
11. Implement strong customer service principles and actions.
12. Participate in team approach to service delivery.
13. Maintain files and records in accordance with organisational policy and procedure requirements.
14. Assure confidentiality of client records at all times
15. Actively promote IsaSKILLS Job Futures services to the community.
16. Participate as a team member in meetings, planning, training, performance and evaluating programs and internal audits.
17. Participate in the ongoing development of Quality Assurance and OHS.
18. Clearly understand and adhere to the contractual requirements and conditions of the project.
19. Adhere to IsaSKILLS Job Futures organisational policies and procedures.

## KEY COMPETENCIES

- Ability to negotiate opportunities for employment to suit individual job seekers.
- Ability to develop and implement a plan to achieve employment objectives.
- Ability to work within performance and compliance frameworks.
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## RELEVANT EXPERIENCE/QUALIFICATION – Selection Criteria

- Experience in assisting people with disadvantages.
- Experience in case management.
- Experience working with a range of stakeholders including, RTO's, community organisations, industry, internal staff, people with disabilities and their families.
- 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

1. Appropriate experience in working with people with multiple barriers and complex needs.
2. Effective networking skills and the ability to develop links between clients, employers, community providers and Government departments;
3. Demonstrated high level of organisational, time management and administrative skills.
4. A high level of computer literacy including proficiency with email and internet applications and the ability to develop a sound understanding of other required IT systems including ESS;
5. Demonstrated empathy and compassion and the ability to understand other points of view, a caring approach to people, the ability to handle difficult people and situations and the ability to understand and appreciate the needs of people from diverse backgrounds;
6. Demonstrated ability to provide excellent oral and written communication skills and ability to treat all individuals equally and fairly.
7. Demonstrated adaptability to be flexible to meet challenging situations and to respond and adjust appropriately to changing work demands and circumstances; and
8. Hold a current Driver's License, have/willing to obtain a Blue Card and be willing to undertake a Police records check.

## 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 judgment.
- 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 Disability Employment Services Employment Advisor (DES EA) will be required to work closely with the **Specialised Services Manager, the Disability Employment Services Coordinator** and other **Disability Employment Services Employment Advisors** when placing job seekers into tailored activities. The Disability Employment Services Employment Advisor also liaises with the **Employment Advisors** and the **Employment Development Officer** 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

<b>Approved by CEO</b>		<b>Agreed by Incumbent</b>	
<b>Date</b>		<b>Date</b>	