

isaSKILLS



Mount Isa Skills Association
IsaSKILLS

PO Box 1283, Mount Isa, QLD, 4825
Phone: (07) 4747 3535 / Fax: (07) 4749 5608
www.isaskills.org

ABN 73697336567

POSITION DESCRIPTION

POSITION TITLE:	Employment Advisor (Stream 1, Stream 2 & 3, Stream 4)
INDUSTRIAL INSTRUMENT:	C.E.T.S.S. Award
PROGRAMME:	Job Services Australia
RESPONSIBLE TO:	Mount Isa Site Leader
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

POSITION TITLE: Employment Advisor (Stream 1, Stream 2 & 3, Stream 4)

BACKGROUND

The **Employment Adviser Stream 1** is responsible for delivering services to large numbers of short term job seekers. Where the EA1 determines that a job seeker has support requirements greater than those available under Stream 1 the EA1 will refer job seekers for reassessment.

The **Employment Adviser Stream 1, Stream 2 & 3, and Stream 4** works as guide, coach and advocate, working with job seekers to develop a unique Employment Pathway Plan. The IsaSKILLS Job Futures service model is designed to maximise job seekers sense of choice and control of their pathway to employment.

The EA supports the job seeker to navigate a pathway, drawing on the range of resources and connections in our wrap around model and using a strengths based assessment approach. The Employment Adviser focuses on abilities and aspirations and works to directly connect each person with the right providers, employers and services available in the community to meet their identified needs.

POSITION OBJECTIVE

To contribute to the sites performance by:

Assisting job seekers to secure employment and quickly identifying for reassessment job seekers who require additional support.

Achieving sustainable employment for job seekers through individualised action plans and support.

KEY RESULTS AREAS

1. Register Stream 1 job seekers including delivery of required information.
2. Conduct Initial and Skills Assessment (for eligible job seekers at 3 months).
3. Negotiate an Employment Pathway Plan (EPP) with job seekers and input this into the DEEWR system at the appropriate point in time.
4. Organise, input and monitor Intensive Activities (for eligible job seekers).
5. Input all service fee claims.
6. Make timely referrals to Stream Services Reviews.
7. Maintain files, file notes, claim evidence and correctly complete forms in line with DEEWR documentary evidence guidelines and IsaSKILLS Job Futures contractual requirements.
8. Maintain currency of knowledge of contractual requirements and operation through regular review of DEEWR learning tools and IsaSKILLS Job Futures support tools.
9. Contribute to a quality work environment by identifying solutions to operational problems and maintaining a professional relationship with other team members.
10. Achieve (as a minimum) Practitioner level of the proposed NESA Professional Service Framework.
11. Achieve individual (or group) placement targets that contribute to the overall site performance goals. *Individual (or group) placement targets will be negotiated with the Manager and reviewed quarterly.*
12. Achieve individual (or group) outcome targets that contribute to the overall site performance goals. *Individual (or group) outcome targets will be negotiated with the Manager and reviewed quarterly.*

13. Develop a plan (in negotiation with the job seeker) that maintains a high level of job seeker engagement and contact that motivates disadvantaged and disengaged job seekers to participate in activities that lead to securing sustainable employment outcomes.

RESPONSIBILITIES

Stream 1

1. Complete registration for job seekers, ensuring that data is accurate and resume is of a high standard (extensive data input). This may be in a group situation.
2. Administer and interpret the assessment tool (Action Planner) to ensure that the job seeker is in the correct level of assistance. Where the need is identified organise for an assessment review.
3. Deliver information on services that will be provided to Stream 1 job seekers; explain use of job search facilities; provide an initial list of job vacancies; provide advice about local labour market opportunities and provide advice about skill shortage areas and the Productivity Places Program and, for Activity Tested Participants, explain their obligations and rights.
4. Before the end of the (eligible) job seeker's fourth month of unemployment, administer the Skills Assessment in order to identify a pathway to employment including which Intensive Activity/ies will be undertaken.
5. For eligible job seekers, negotiate and develop effective Employment Pathway Plans (EPP) that provides a clear progression towards employment.
6. Organise and monitor the eligible job seeker's Intensive Activity/ies.
7. Maintain regular contact from month four to 12 (at least monthly).
8. At the completion of 12 months of service, refer job seekers to a Stream Service Review.
9. Monitor job search activity and review each job seeker's progress towards employment.
10. Maintain records of contacts and other activities in DEEWR system.
11. Maintain thorough knowledge of job opportunities in the local labour market, including training opportunities linked to work.
12. Contribute to regular team meetings that strive to identify work priorities and areas for improvement.
13. Maintain a high level of contract and operational knowledge at all times.
14. Operate within the contract to ensure that the rights and obligations of job seekers are clearly communicated to them.

Stream 2 & 3

1. Develop effective relationships with job seekers to achieve sustainable employment.
2. Use the JF online assessment and planning tool, Action Planner, to complete quality assessments that efficiently identify the actions required to address employment barriers and build on job seekers strengths.
3. Develop Employment Pathway Plans (EPP) that build job seeker motivation, contain appropriate and effective interventions, and provide a clear progression towards employment with achievable milestones.
4. Within the DEEWR provided guidelines, use the Employment Pathway Fund (EPF) to facilitate the achievement of EPP milestones and increase placement/ outcome opportunities for job seekers.
5. Maintain high levels of contact with job seekers (at a minimum level of those detailed in the JF Service Delivery model and the organisations tender documents).
6. Maintain all required records in DEEWR system, UES Central and PSM including but not limited to job seeker contacts, activity details and education and employment placements.
7. Maintain thorough knowledge of job opportunities and support services in the local labour market, including training opportunities linked to work.

8. Approach employers on behalf of job seekers to secure work experience and work placements and to investigate job possibilities.
9. Use wage subsidies and/or other employment incentives where necessary (May also be assisted/undertaken by Employment Development Officer).
10. Provide direct support to job seekers placed into employment and their employers including identifying additional supports that can be provided to prevent placement failure. (May also be assisted/undertaken by Post Placement Co-ordinator).
11. Assess the risk of failure of each placement and implement preventative action (May also be assisted/undertaken by Post Placement Co-ordinator).
12. Undertake activity that will ensure quick re-placement (if appropriate) after failed placement. If a placement fails then a concerted effort needs to be made in order to place the job seeker into another position quickly so that the break between employment will not affect the outcome claim (May also be assisted/undertaken by Post Placement Co-ordinator/Employment Development Officer and other team members).
13. Identify in advance issues relating to payment rates or hours worked that may impact on the future achievement of employment outcomes. (May be assisted/undertaken by Post Placement Co-ordinator).
14. Contribute to regular team meetings to identify work priorities and areas for improvement.
15. Maintain a high level of contract and operational knowledge at all times.
16. Operate within the contract to ensure that the rights and obligations of job seekers are clearly communicated to them.

ADDITIONAL RESPONSIBILITIES – REMOTE SERVICES

17. Develop joint case management strategies and protocols with CDEP as per the Local Service Agreement.
18. Maintain knowledge of Indigenous cultural support services available in each community.

Stream 4

1. Develop effective relationships with job seekers to achieve successful outcomes both vocational (especially employment) and non-vocational.
2. Use the JF online assessment and planning tool, Action Planner, to complete quality assessments that efficiently identify the actions required to address employment barriers and build on job seekers strengths.
3. Develop Employment Pathway Plans (EPP) that build job seeker motivation, contain appropriate and effective interventions, and provide a clear progression towards employment with achievable milestones.
4. Within the DEEWR provided guidelines, use the Employment Pathway Fund (EPF) to facilitate the achievement of EPP milestones and increase placement/ outcome opportunities for job seekers.
5. Maintain high levels of contact with job seekers (at a minimum level of those detailed in the JF Service Delivery model and the organisations tender documents).
6. Maintain all required records in DEEWR system, JF Central and Professional Services Manager including but not limited to job seeker contacts, activity details and education and employment placements.
7. Maintain thorough knowledge of job opportunities and support services in the local labour market, including training opportunities linked to work.
8. Approach employers on behalf of job seekers to secure work experience and work placements and to investigate job possibilities.
9. Use wage subsidies and/or other employment incentives where necessary. (May also be assisted/undertaken by Employment Development Officer).
10. Provide direct support to job seekers placed into employment and their employers including identifying additional supports that can be provided to prevent placement failure. (May also be assisted/undertaken by Post Placement Co-ordinator).

11. Assess the risk of failure of each placement and implement preventative action (May also be assisted/undertaken by Post Placement Co-ordinator).
12. Undertake activity that will ensure quick re-placement (if appropriate) after failed placement. If a placement fails then a concerted effort needs to be made in order to place the job seeker into another position quickly so that the break between employment will not affect the outcome claim (May also be assisted/undertaken by Post Placement Co-ordinator/Employment Development Officer and other team members).
13. Identify in advance issues relating to payment rates or hours worked that may impact on the future achievement of employment outcomes. (May be assisted/undertaken by Post Placement Co-ordinator).
14. Contribute to regular team meetings to identify work priorities and areas for improvement.
15. Maintain a high level of contract and operational knowledge at all times.
16. Operate within the contract to ensure that the rights and obligations of job seekers are clearly communicated to them.

ADDITIONAL RESPONSIBILITIES – REMOTE SERVICES

17. Develop joint case management strategies and protocols with CDEP as per the Local Service Agreement.
18. Maintain knowledge of Indigenous cultural support services available in each community.

KEY COMPETENCIES

- Ability to use active listening and questioning techniques to identify goals, strengths and obstacles to employment.
- Ability to work collaboratively with a job seeker to identify suitable Intensive Activity.
- Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines.
- Ability to manage time, set priorities and to achieve targets in a performance driven environment.
- Ability to positively influence job seekers through developing effective working relationships.
- Ability to work collaboratively with a job seeker to develop a tailored plan to achieve employment.
- Ability to monitor progress against plan, coach and mentor to achieve goals.
- Ability to work with employers to identify their needs and to market job seekers.

RELEVANT EXPERIENCE/QUALIFICATION (Preferred)

- Certificate in Employment Services.
- Experience in employment services especially Job Network or DEN.
- Recruitment experience.
- Group facilitation experience.
- Experience working within a compliance framework.
- Appropriate licences.
- Experience in a Case Management environment.

REQUIRED SKILLS/KNOWLEDGE – SELECTION CRITERIA

- Comprehensive and effective assessment skills.
- Well developed time management and organisational skills including the ability to prioritise workload.
- Excellent communication skills including ability to quickly create rapport, negotiation, advocacy and conflict resolution skills.
- Information Technology and administration skills including the demonstrated ability to prepare employment application documents.
- Current knowledge or ability to gain knowledge of local labour market conditions/opportunities.

ADDITIONAL SKILLS/KNOWLEDGE – REMOTE SERVICES

- Knowledge of the issues impacting on Indigenous job seekers in remote locations.
- Understanding of the issues associated with working in a remote/isolated location.

CHARACTERISTIC BEHAVIOURS

- Listens to job seekers, employers and colleagues attentively and non-defensively.
- Respects people and treats them as individuals.
- 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.
- Encourages people to build on their identified strengths.
- Takes responsibility for own actions; doesn't blame others.
- Is consistent in making decisions for the job seeker and organisation by applying policy, information and own practical judgement.
- Focuses on jobseeker strengths rather than barriers and allows for unique needs and preferences of job seekers.
- Uses time effectively and meets goals.
- Maintains personal effectiveness (sense of humour, emotional balance and resilience) even when under pressure.
- Keeps focused in times of uncertainty and rapid change.
- Finds ways to do things differently or smarter for job seekers, employers and team.

RELATIONSHIP TO OTHER TEAM MEMBERS

Reception: The EA will need to liaise closely with the front office staff as it is most likely that Stream 1 job seekers will be seen in a group situation and given documents prepared by the front office staff (eg Code of Practice, lists of jobs). Job seekers will need to be made welcome in the front office area.

Employment Development Officer: The Employment Advisers should work closely with the Employment Development Officer to identify potential employment opportunities for job seekers and to identify potential candidates for existing vacancies.

Work Experience Co-ordinator: The Employment Advisers should work closely with the Work Experience Co-ordinator to identify work experience activities that will build on the job seekers strengths and address the barriers identified in the EPP.

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	