

## WESTGATE COMMUNITY INITIATIVES GROUP INC.

<b>Job title</b>	Employment Consultant
<b>Project</b>	Disability Employment Services
<b>Reports to</b>	Site Manager

### Organisation:

Westgate Community Initiatives Group Inc. (WCIG) is a community based not for profit, incorporated association committed to making practical responses to unemployment in the western region of Melbourne. WCIG's Mission Statement is creating futures through workforce participation for people experiencing disadvantage.

In carrying out our day to day work WCIG management and staff aspire to WCIG's values:

- **Relationships** which embrace dignity, community and mutual respect
- **Optimism** which is lived out in positive attitudes about people and expectations of success and growth
- **Innovation** including creativity, responsiveness, risk taking and flexibility
- **Diversity** that acknowledges differences and appreciates the diverse needs and skills of each person
- **Advocacy** which makes us socially pro-active for the disadvantaged
- **Staff** who are committed to the goals of the organisation and to their own development

WCIG currently manages the following divisions:

- Employment Services
- Youth Services
- Training Services
- Disability Services
- Social Enterprise Group

### Position Objective:

This position aims to place people with a psychiatric, sensory, and/or physical disability into full-award wage employment and to assist them in maintaining that employment.

## Key Duties and Responsibilities:

### Operations

- Work within the Disability Employment Services contract of service delivery and applicable funding arrangements and offer appropriate levels of client service delivery
- Compliance with the reporting requirements and funding contract guidelines for service delivery
- Assess the work-readiness of Participants with a psychiatric, physical, or sensory disability wishing to enter the service
- Establish a rapport with Participants accepted onto the program and explore and identify any medical/social/personal factors that may impinge on the person's mental health, and in turn affect their work-readiness and on-the-job performance
- Assess each Participant's skill level in their chosen career by identifying each competency and the level to which this has been obtained in order to establish if further training or work experience is necessary before placement can take place
- Develop and maintain personalised Employment Pathway Plans for each Participant which identifies specific employment outcomes, work preparation strategies, job seeking strategies, and employment support activities
- Assist the Participant to develop his/her resume and interview skills appropriate to various employment fields
- Continually survey the local job market in order to locate vacancies
- Canvass Participants to employers and market for appropriate job matches between participants and employers
- Assist clients with communication and communication strategies when job seeking, at interviews, and, in the workplace
- Support workers in maintaining employment by:
  - providing ongoing support according to post placement Employment Pathway Plans or as required by the worker or employer
  - assisting with worker familiarisation of the job
  - making periodic telephone calls or visits to the workplace to assess worker progress
- Maintain job placement by establishing a relationship with the employer and making regular contact to assess the workers progress and offering support if the worker is not successful in the job (this could also involve learning the job yourself to be able to train a replacement or arranging for another client to take over the position)
- Provide a service which meets the Disability Service Standards and any other applicable quality standards
- Services are customer driven
- Achieve individual employment placements outcomes relevant to funding requirements
- Achieve team outcome targets
- Follow WCIG and program policies and procedures to advance quality management
- Communicate problems impacting on the performance of the service site to the Team Leader in an effective and timely manner
- Participation in the planning and review of services
- Participation in staff meetings, and, policy and organisational development activities
- Other duties as required and are consistent with this award classification

## Information

- Maintain confidential client records
- Maintain confidential employer records
- Record service performance information
- Maintain all other relevant information systems

## Relationships

- Maintain co-operative working relationships are maintained with other members of the Disability Employment Service team, and staff in WCIG
- Maintain co-operative working relationships with WCIG staff are to establish links with employers, job seekers and other stakeholders to ensure targets are met
- Build effective relationships with job seekers and employers to ensure the service responds to their individual needs
- Maintain excellent relationships with the referring agency, mental health providers, and other involved parties such as family members, educators, social workers, and other relevant stakeholders to ensure continuity of care for the client.

## Compliance with Laws and Government policy

- Provide services free from any sexual harassment and any unlawful discrimination which contravenes the:
  - Commonwealth Racial Discrimination Act 1975
  - Commonwealth Sex Discrimination Act 1984
  - Disability Discrimination Act 1992
- Provide services in compliance with relevant sections of the:
  - Privacy Act 1988
  - Crimes Act 1914
  - Freedom of Information Act 1982
- Act in accordance with WCIG policies and procedures.

## OH&S

All WCIG employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety. All employees are responsible for their own safety and that of fellow employees. All employees must:

- Report unsafe or unhealthy work practices to coordinators
- Comply with WCIG OH&S policies and procedures and to follow directions given by coordinators, site managers or any OH&S representatives in relation to safe work practices.

## Selection Criteria:

### 1. Technical/Professional Skills and Knowledge

- Tertiary qualifications and/or experience in providing individualised support and employment case management to people with a psychiatric, physical, and/or sensory disability.
- Demonstrated ability to keep abreast of current developments and trends within the profession

- Computer literate in Microsoft office products and the EA3000 (IES system)

## 2. Understanding Diversity

- Demonstrated ability to provide motivation and support to clients with multiple barriers
- Demonstrated ability to recognise peoples strengths, aspirations, and abilities, which helps to develop the client's employment potential
- Demonstrated ability to link into support services for clients with multiple barriers

## 3. Focused on Outcomes

- Demonstrated ability to achieve and exceed monthly targets and outcomes/goals
- Knowledge of different job search techniques to achieve outcomes/goals and assist others to achieve outcomes/goals
- Demonstrated ability to be creative in adopting different ways to deal with different clients

## 4. Developing and Managing Relationships

- Experience developing and maintaining partnerships and productive working relationships with all stakeholders to achieve outcomes
- Ability to market WCIG and establish employer relationships to achieve open employment outcomes

## 5. Communication

- Experience engaging with clients to understand their needs and clarify information
- Ability to assist clients with communication and communication strategies for example: resumes, Employment Pathway Plan (EPP), interview techniques, etc.

## 6. Motivation and Support

- Demonstrated ability to supports clients who suffer from barriers by motivating, advocating, generalist counselling, and mentoring
- Demonstrated ability to maintain regular contact with clients via phone or face-to-face to assess the client's progress

## 7. Self-Management

- Knowledge of WCIG values and demonstrated capacity to uphold, support and model them.
- Capacity to make rational and fair decisions and display resilience in the face of pressure.
- Ability to work in an environment of substantial organisational change.
- Genuine and demonstrated experience in continually building knowledge and expertise through personal development opportunities.
- Experience in ensuring project objectives are met, adapting resource allocations to cope with contingencies while recognising risks and effectively dealing with them.

## 8. Initiative and Problem Solving

- Capacity to show initiative and respond to changing work demands and circumstances.
- Ability to seek all relevant information while showing independence and initiative in identifying and solving problems to contribute to productive outcomes.

### **Important Notes:**

- *This position is funded through various contracts with the Australian Government Departments, and continuation at the current level is therefore dependent on the ongoing availability of this funding.*
- *Employees must consent to a National Criminal History check; confirmation of employment with WCIG is subject to a satisfactory outcome of the National Criminal History check.*
- *If applicable, the successful applicant must provide a current Working with Children Check card or evidence of being in the process of obtaining a card (application receipt).*
- *WCIG is an Equal Opportunity Employer and encourages people with a disability and from diverse backgrounds to apply.*

- *WCIG acknowledges and respects the privacy of individuals and handles personal information in compliance with Australian Privacy Principles.*
- *Employees are expected to attend a two-day Staff Conference every two years, which includes one day of a weekend.*

**Employee**

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date:                /        /