



Where mental wellbeing thrives

## Position Description Employment Coordinator

*“Where mental wellbeing thrives”*

### Position Details

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<b>Position Title:</b>	Employment Coordinator
<b>Position Level:</b>	Level 4
<b>Industrial Instrument:</b>	Flourish Australia Enterprise Agreement 2018
<b>Employment Type:</b>	In accordance with letter of offer.
<b>Hours of Work:</b>	In accordance with letter of offer.

### Position Summary

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An Employment Coordinator is expected to provide Disability Employment Services (DES) specific support to local sites where Flourish Australia has DES contracts. The Employment Coordinator will be responsible for ensuring that jobseeker intake, initial appointments and interviews are carried out at all sites in accordance with the DES program Guidelines. It is also their role to support local site teams in assessing all referred jobseekers according to their skills, desires regarding employment and barriers to employment needing to be addressed.

The Employment Coordinator is required to meet the performance targets set by the DES Program Manager and in relationship with Cluster Managers and Site managers.

### About Flourish Australia

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Our name reflects our fundamental and enduring commitment to people’s mental health and wellbeing, supporting them to thrive and live a contributing life.

#### Vision

Flourish Australia’s vision is creating communities where everyone’s mental health and wellbeing flourishes.

#### Mission

Supporting people to flourish, believe in their future and their place in the community.

#### Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

### Relationships and Authority

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<b>Reports to:</b>	DES Program Manager with input of local Cluster Manager
<b>Direct reports:</b>	Nil
<b>External:</b>	As per site requirement
<b>Relates to:</b>	Site Managers, Employer Engagement Officer and Compliance & Claims Team

Employment Coordinators at this level operate under general direction in functions that require the application of skills and knowledge appropriate to the work practices. Generally, guidelines and work procedures are established as part of the DES service. Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the disability employment sector.

### Organisational Accountabilities

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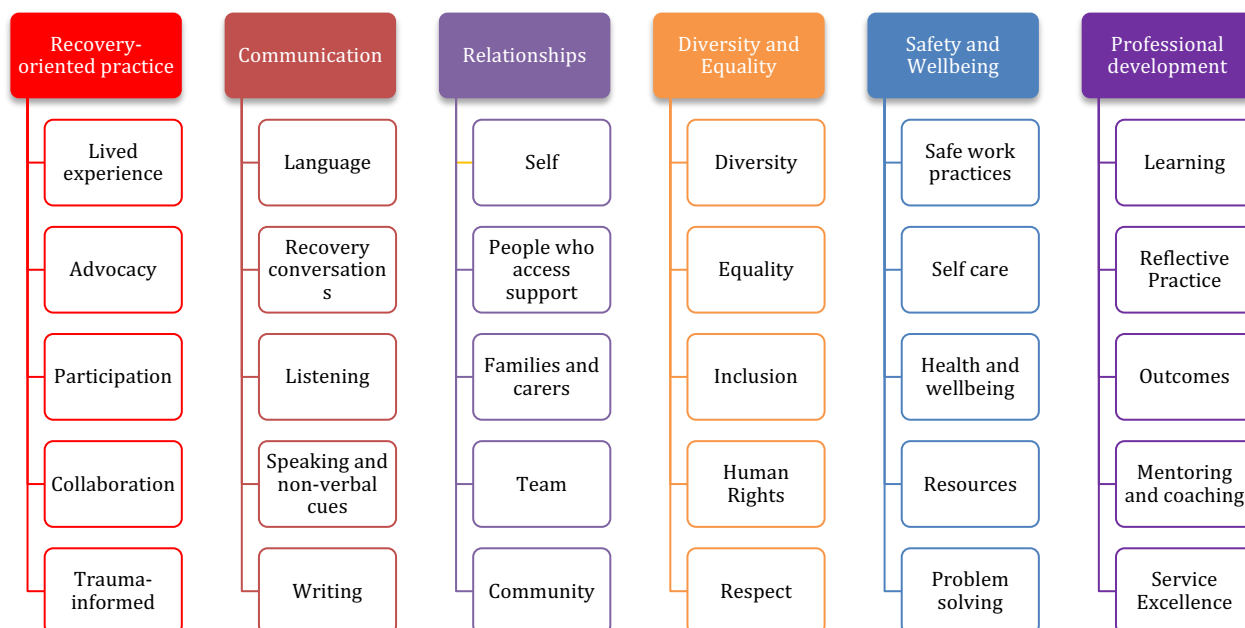
As an Employment Coordinator with Flourish Australia, you agree to:

- Abide by all Flourish Australia procedures and policies.
- Complete all mandatory training.
- Report all incidents in the incident reporting database.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.

- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Administer rosters and timesheets.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Work to support and promote the vision, mission, and values of Flourish Australia.

### Key capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do.



### Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

#### Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Occasionally	May be required.
Kneeling	Occasionally	May be required.
Stooping	Occasionally	May be required.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be more frequent (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> <li>• Hand/arm</li> <li>• Foot/leg</li> </ul>	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and general cleaning support, as well as for administrative tasks.
Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in residential settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> <li>• 2kg-5kg</li> <li>• 5kg-10kg</li> <li>• 10kg-15kg</li> <li>• &gt;15kg</li> </ul>	Constant Frequent Occasionally Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.

## Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g., episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g., child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g., self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g., drug and alcohol induced, episodic situations, visiting people's homes

### Key Tasks and Responsibilities

- Interpreting all performance targets set by the DES Program Manager and Cluster Manager and assist sites in achieving these by working as part of the Mental Health team. While undertaking operational duties related to DES, the Employment Coordinator will act as an expert resource to local Mental Health teams providing support to existing local staff in delivery of the DES program.
- Ensure all jobseekers at nominated sites meet the compliance framework determined by the Department through the DES guidelines and DES deed.
- To understand and consult the Flourish Australia DES Operational guidelines and ensure that policies and procedures are followed
- Complete all required DES training modules and provide evidence of this as required
- Engage local businesses and employers to source and create job vacancies for Flourish Australia's jobseekers
- Provide support, mentoring and other assistance ensuring the sustainability of jobseeker employment placements and to track all placements effectively to maximise Employment Outcomes
- Work with local site teams in assisting jobseekers to overcome both vocational and non-vocational barriers to employment.

### Performance Indicators

- Efficient and effectively assist in the development of 100 commenced jobseekers at all times in the ESAs assigned.
- Consistent achievement of individual and team intake, placement, outcome and marketing targets, as set by the DES Program Manager depending on operational requirements.

### Required Skills and Personal Attributes

- Be proficient with technology and have a workable knowledge of databases.
- Work independently, and as part of a team.
- Be able to think laterally and contribute to a significant degree at high-level meetings.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems.
- Apply sound working knowledge of recovery-oriented practice.
- Be adaptable and be able to wear 'different hats'.
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have a willingness to listen, and display empathy.
- Be people focused and work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Effectively organize and plan your workday.

### Key Selection Criteria

*"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."*

#### Essential:

1. Demonstrated or direct related experience in Commonwealth-funded employment services, preferably in Disability Employment Services, Job Active or similar programs.
2. Qualifications in training and assessment, employment services, or related fields are preferred.
3. Strong communication skills, excellent interpersonal organisational skills.
4. Proof of customer service experience with demonstrable facilitation, presentation, mentoring and training skills.
5. Ability to use Microsoft Office Suite and ability to fully utilise the client information management system.
6. Current Australian Driver's Licence.

#### Desirable:

1. A personal lived experience of a mental health issue.
2. Emerging knowledge of the local area and its health services and other community services.

3. Knowledge of the challenges and barriers for people in the workplace who live with mental health issues will be highly regarded.

All appointments with Flourish Australia’s Mental Health Services are subject to previous employment reference checks, Working with Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g., Working with Disabilities *check* in QLD).

**Agreement**

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I, \_\_\_\_\_, have read and understand my obligations as an Employment Coordinator with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia’s policies and procedures.

**Staff Member**

Name		
Signature		Date:

***Nb: A signed copy of this position description must be returned to People and Culture.***