

Job Description			
Job Title: Participation Officer			
Role Purpose	The Participation Officer will provide case management services to families with multiple and complex needs, with the goal of breaking the cycle of intergenerational unemployment through engagement with training, education and employment activities alongside social participation. The role will incorporate a family-focussed approach leveraging local community and government services in delivery.		
Reports to:	Program Coordinator	Direct Reports:	Nil
Business Unit:	ParentsNext	Award:	Labour Market Assistance Industry Award
Office Location:	ParentsNext	HR Approval Date:	May 2018
Internal Relationships:	<ul style="list-style-type: none"> • ParentsNext team members 	External Relationships:	<ul style="list-style-type: none"> • Community networks • Training and employment agencies
Person Specification (Knowledge, Skills and Experience)			
Qualifications	<ul style="list-style-type: none"> • Relevant tertiary qualifications in Human Services desirable (Social Work, Education, Youth Work and Employment Services) • Qualification / training / experience specifically related to working with families with multiple and complex needs in community services / employment services • Current drivers licence essential • Child Safe Environments Certificate • DCSI – child related employment screening 		
Experience	<ul style="list-style-type: none"> • Experience in working in a human services setting and knowledge of a range of appropriate models of intervention • Experience in providing case management services to young people and /or families is essential • Experience in preparation of reports • Experience in working with marginalised people, including skills in case planning and complex case management 		
Skills & Knowledge	<ul style="list-style-type: none"> • Knowledge and commitment to principles of social inclusion and quality management • Experience with work readiness assessments and fast faced administration setting • Community skills including networking, negotiation, mediation and public relations • Knowledge of or experience in working within the educational and vocational areas • Demonstrated competence in the use of Microsoft office applications and database management 		

Job Function Details		
Key Result Area	% of Time	Tasks
Customer Service	30%	<ul style="list-style-type: none"> • Provide high quality services to meet the individual needs of clients and internal and external customers • Respond to consumer enquiries and complaints in a timely manner • Develop effective relationships by working cooperatively and collaboratively with a range of people in a variety of settings • Advocate on behalf of families • Deliver engaging and relevant activities and programs that lead to measurable outcomes • Identify and implement opportunities for people who are disengaged from education, employment and / or their communities • Encourage active client participation, self-development and individual learning outcomes
Case Management	30%	<ul style="list-style-type: none"> • Provide high quality case management services to the client group of the program by: <ul style="list-style-type: none"> • working in line with UCWPA Case Management framework; • receiving referrals, assessing needs and providing appropriate services; • directly managing a caseload; • linkages and referral to other agencies monitoring the quality of work being delivered; • involving families in aspects of service including: planning, service delivery, assessment, review and evaluation (where appropriate) • Assist participants in creating and achieving education and employment goals • Provide effective case management services by: <ul style="list-style-type: none"> • delivering and monitoring program outputs; • maintaining a database, analysing data and reporting as per funding and service agreements; ensuring adequate documentation of cases • ensuring all requirements of Funding and Service Agreements are met; • building and maintaining partnerships with a range of community agencies • Contribute to the further development of the program by: <ul style="list-style-type: none"> • advocating for families; • Reporting trends and issues arising for client families; Reflect on practice to develop new plans and strategies • Manage resources within budgetary limitations • Work collaboratively and promote the program to other service providers and community organisations
Administration/ Reporting	40%	<ul style="list-style-type: none"> • Provide monitoring and reporting consistent with funding agreements requirements • Ensure that all documentation relating to the role is completed accurately and in a professional and timely manner • Ensure all reporting requirements are met in a professional and timely manner • Maintain accurate and up to date records and databases in accordance with the UCWPA Records Management Policy and Procedures and relevant Information Services Policies and Procedures

Competency Profile		
Competency	Level	Behaviours
Stress tolerance	Self	<ul style="list-style-type: none"> • Remains composed, positive and unflappable during trying moments • Resists the temptation to become involved in unimportant issues • Resists the temptation to engage in appropriate or negative behaviour • Persists with task completion/goal attainment despite stressful or hostile conditions • Works to reduce or eliminate unhealthy stress • Handles unanticipated obstacles positively
Adaptability and flexibility	Self	<ul style="list-style-type: none"> • Smoothly handles multiple demands and shifting priorities • Deals with interruptions positively • Modifies approach to suit different people • Is open to different points of view • Copes with organisational change positively • Deals with a minimal degree of ambiguity in own role
Customer and client orientation	Self	<ul style="list-style-type: none"> • Follows through on customer/client enquiries, requests or complaints • Keeps customer/client up-to-date regarding progress • Distributes useful information to the customer/client • Determines the needs of the customer/client through probing and listening • Provides friendly, helpful service to the customer/client • Ask clarifying questions to customer/client to ensure understanding • Offers appropriate solutions to the customer/client • Prioritises work goals that impact the customer/client directly • Diffuses customer/client problems
Initiative	Self	<ul style="list-style-type: none"> • Completes tasks without constant supervision • Puts extra effort in to complete work when not required to do so • Exceeds job description and takes on additional tasks • Addresses obstacles to achieve own goals • Acts on opportunities without prompting • Minimises potential problems by applying initiative
Interpersonal sensitivity	Self	<ul style="list-style-type: none"> • Is attentive towards others • Seeks to understand the viewpoint of others • Recognises the needs and motivations of others • Is sensitive to verbal cues in one-on-one interactions • Is sensitive to non-verbal cues in one-on-one interactions • Understands implicit and explicit emotions • Is respectful towards others • Provides a reassuring presence
Relationship building	Self	<ul style="list-style-type: none"> • Establishes a connection and affinity with others • Builds friendly, warm relationships that are mutually beneficial • Maintains ongoing relationships that are mutually beneficial • Shares relevant information with others • Recognises the value of building and maintaining relationships • Helps others achieve common goals • Openly communicates with others

Results Orientation	Self	<ul style="list-style-type: none"> • Displays drive to meet objectives and standards • Identifies alternate possibilities when faced with obstacles to ensure task completion • Maintains a focus on tasks that require considerable effort • Completes tasks within designated timeframe despite obstacle • Perseveres with routine and repetitive tasks without sacrificing quality or excellence
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I have read and understand the requirements of this position:

Signed: _____ Name (print) _____ Date: _____