



Department	Disability Employment Services (DES)
Title	Workforce Partner
Created	1 June 2021
To be Revised	1 June 2024

Role Title	DES Workforce Partner
Job Type	As per Employment Contract
Work Hours	As per Employment Contract
Award	The Labour Market Assistance Industry Award 2020
Classification	Employment Services Officer Grade 2
Location	As per Employment Contract
Manager	DES Performance and Partnerships Leader
Direct Reports	Nil

Our Values

- Respectful: We embrace diversity and provide an inclusive workplace
- Accountable: We take ownership of our decisions and our actions
- Ethical: We act with honesty and transparency
- Sustainable: We seek ways to minimise our impact on the environment
- Engaged: We empower and support others to make decisions

1. Principal Function

The Workforce Partner is focused on providing ongoing support to customers and employers within the Disability Employment Services (DES) program to ensure sustainable employment and outcomes are realised.

The role devises interventions and solutions to work with the customers and employers to improve prospects of maintaining sustainable employment, while also working with employers to appropriately plan and develop their workforce to create future employment opportunities and to improve overall staff retention.

A solid understanding of people centred case management principles including barrier management is core to continued success as well as a detailed understanding of the principles of workforce planning.

The Workforce Partner will be well versed in the National Standards for Disability Services and will create future employment opportunities for people with a disability through identifying opportunities to deliver training around workplace diversity and customised employment.

2. Areas of Responsibility

Please note that this is not an exhaustive list. Your duties and responsibilities may change in accordance with the requirements of the business as directed by Workways management.

2.1 Culture

- Adherence to Workways Values and Code of Conduct

2.2 General Responsibilities

- **Service Delivery**
 - Maintain regular contact with customers and employers, providing mentoring and advice
 - Maintain progress reviews and identify next steps at each milestone, ensuring all customers move forward in their journey.
 - Introduce and advise on best practice solutions and effective interventions when required
 - Provide guidance on appropriate training and coordinate activities around workplace diversity and creating customised employment.



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- Ensure service delivery activities comply with all requirements of contractual deed and guidelines and with organisational policies
 - Prioritise day to day activities to ensure results achieved whilst demonstrating empathy with customers.
 - Effectively plan your day as part of a remote team servicing many locations.
 - **Post Placement Support**
 - Ensure effective and timely communication with customers and employers to deliver post placement care, ensuring employment continues and outcome milestones are reached
 - Keep contact with customer and employer as scheduled.
 - Complete risk assessments and take timely and effective actions to mitigate risks
 - Record all actions within the required timeframes, ensuring all schedules are maintained regularly with documentary evidence and attempts to contact.
 - Gather evidence to meet administration requirements and submit claims on time.
 - **Relationship Development**
 - Build and maintain effective employer partnerships.
 - Seek opportunities to further embed CoAct offering and services with employer by embedding themselves in each employer organisation.
 - **Administration**
 - Organise daily schedules and appointments
 - Accurate keeping of evidence and records
- 2.3 Compliance**
- Adherence to all Workways policies, frameworks, processes and procedures
 - Adherence to all statutory obligations and requirements such as, but not limited to:
 - Workplace Health and Safety
 - Privacy and Confidentiality
 - Employment Services Code of Practice and Service Guarantees
 - Anti-discrimination Legislation
 - Compliance with all standards and accreditations required under funding deeds and contracts

3. Key Relationships

- 3.1 Performance and Partnerships Leader**
- The Workforce Partner is responsible to the Performance and Partnerships Leader for accomplishing the work areas outlined in this role description. All work is to be accomplished with accuracy, within prescribed milestones and in accordance with Workways policies and procedures
- 3.2 Workways staff**
- The DES team works in synergy with other departments to deliver excellent customer service and solutions in accordance with agreed engagement protocols and processes.
The role has key relationships with the following departments:
- Jobactive Services
 - Corporate Services
 - Youth and Community Programs
- 3.3 Customers**
- The Workforce Partner is required to professionally engage with Workways customers on a day-to-day basis using the most appropriate methods of customer support and communication. Any sensitive information collected during performing your duties is to be used only for the purpose for which it was collected.
- 3.4 External stakeholders**
- Employers
 - Job Seekers



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- Business leaders
- Community organisations
- Government departments

4. Key competencies

- Leadership
- Sales capability
- Stakeholder Engagement & Customer Service
- Coaching & mentoring
- Results Focused
- Attention to Detail
- Teamwork
- Adaptability
- Communication skills (written & verbal)

5. Performance Indicators

- Maintenance of Ongoing Support caseload
- Generating vacancies
- Providing quality Post Placement Support
- Generating Work Assists

6. Key Selection Criteria

- Experience in creating customized employment opportunities and diversity programs
- Experience in job seeker service delivery and mentoring; able to effectively access appropriate job seek training needs and provide guidance
- Exceptional customer service and stakeholder management skills
- Excellent verbal and written communication skills and able to adapt style to suit audience.
- High level of resilience and ability to remain calm and keep a positive attitude when responding to a range of situations.
- Effective conflict resolution skills and the ability to work with challenging individuals and their behaviours
- Highly organised, able to multitask whilst keeping to quality standards with accurate attention to detail.
- Thrives in a target based and fast paced environment, a self-starter that can work autonomously to reach targets.
- Applies initiative with a strong problem-solving orientation, continuously seeks ways to find further opportunities to add value.
- Able work effectively and collaboratively in a team.
- Exceptional ability to build employer relationships and confident in approaching businesses using cold call techniques and warm leads.
- High level of computer literacy, ability to interpret and communicate reporting information.
- Relevant tertiary qualifications or equivalent experience within the Employment Services, Training, Rehabilitation, or Community Services or a similar type sector is highly desirable.

7. Position Requirements

7.1 Essential

- Criminal History check
- The Right to Work in Australia
- Working with Children/Vulnerable People Check
- Current valid driving licence
- Occasional travel



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- High level competence in Microsoft Office suite

7.2 Desirable

- Qualifications or equivalent experience working in Employment Services or related fields.

8. Physical Requirements

- Computer based tasks (continuous)
- Standing (intermittent)
- Sitting (continuous)
- Walking (frequent)
- Light Lifting/carrying (intermittent)
- Driving (occasional)

Key:

Intermittent: Activity may be required very infrequently

Occasional: Activity required occasionally, not necessarily every day

Frequent: Activity required most days, up to 50% of the time

Continuous: Activity that exists for the majority of each day and move involve repetitive movement for prolonged periods.

I have read and understand what is required of me to be successful in the role.

Employee Name		Signed on behalf of Workways (insert name)	
Signature		Signature	
Date		Date	