



Department	Transition to Work (TtW)
Title	Employment Consultant
Created	29 Sept 2021
To be Revised	20 Sept 2024

Role Title	Employment Consultant
Job Type	As per employment contract
Work Hours	As per employment contract
Award	Labour Market Assistance Industry Award 2020
Classification	As per employment contract
Location	As per employment contract
Manager	TtW Area Manager
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

Workways Australia is a community not-for-profit organisation delivering employment, disability employment, youth and community services in four states and territories across Australia.

Employment Consultants (also known as Youth Development Coaches) will be part of a dynamic and innovative team responsible for actively engaging and providing direct employment coaching to young people; offering guidance, career support and advocacy. Employment Consultants will also engage with employers, local services and the community to assist young people to address barriers to employment and match the young people with appropriate employment options.

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 Specific Responsibilities

- Direct engagement of young people in Career Planning, Strengths Assessments, accessing support services, training and programs.
- Developing youth specific engagement and projects and programs.
- Manage a case load of young people assigned who are experiencing unemployment including long term unemployment.
- Matching young people to employment vacancies in order to achieve program outcomes and individual KPIs.
- Conduct intensive, regular face-to-face meetings with young people.
- Deliver job search preparation and training sessions / group-based activities.
- Prepare young people referred to vacancies and educate them on employer expectations, which may include utilising internal and external complementary services to advance job readiness.
- Support young people to increase their compliance requirements including attendance and participation in training and programs.



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- Coordinate access to support services, education and training providers, and ensure young people remain engaged.
- Provide post placement support services to assist young people to retain their employment, education and training placements as an escalation point.
- Support and coordinate community mentors and foster positive mentoring relationships with mentors and young people.

2.2.1 Employer Engagement

- Source sustainable employment opportunities for young people to ensure program outcomes are achieved.
- Reverse market young people and cold/warm calling directly to employers to increase employment outcomes.

2.2.2 Administration

- Develop tailored Career Pathway Plans for young people and ensure they are reviewed regularly to reflect their circumstances.
- Ensure all contractual requirements are met, including timely recording of file notes, reporting of outcomes, and resulting of appointments in the Employment Services System (ESS) or other third-party software programs.
- Ensure all young people have a professional and appropriate resume tailored to the needs of each young people (including checking validity of references) and where appropriate, refer resumes to the centralised resume writing team.
- Work with young people to prepare job applications for relevant employment opportunities.
- Perform other administration duties as required.

2.2.3 Other

- Assist in the identification and reporting of risks.
- Comply with the requirements of Workplace Health & Safety (WHS) legislation, and related WHS procedures developed by Workways Australia Ltd.
- Perform other duties as required, in order to meet program outcomes.

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 Area Manager TtW

- The Employment Consultant is responsible to the Area Manager TtW 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 managers and staff

The Youth and Community Services 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 and staff:

- Jobactive services
- DES Services
- Corporate Services
- National Youth and Community Services Manager
- General Manager Operations
- Head Office and Executive Management Team
- Site Staff



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3.3 Customers

The Employment Consultant is required to professionally engage with Workways customers on a daily-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.

4. Key competencies

- Leadership
- Stakeholder Engagement and Customer Service
- Coaching & Mentoring
- Results Focused
- Relationship Development
- Attention to Detail
- Teamwork
- Adaptability
- Communication Skills (written and verbal)

5. Performance Indicators

- Register appropriate numbers of young people on the TtW program.
- Maintain caseload.
- Provide intensive case management and program support to young people.
- Transition young people into employment.
- Provide Post Placement Support to achieve outcomes.
- Participation in Integrated Risk Management and WHS activities and education.
- Comply with WHS policies, procedures and Guidelines.

6. Key Selection Criteria

- Relevant tertiary qualifications in Youth Work, Employment Services (Youth Specialist), Case Management or other related fields.
- Demonstrated experience working in a Youth Work, Case Management, Employment Services or related industry, preferably with some experience in working with Mental Health and / or Alcohol and other drug issues.
- Ability to analyse job requirements and effectively support young people into education or employment in a variety of conditions.
- Well-developed interpersonal and communication skills, including the ability to negotiate, liaise and consult with a wide range of stakeholders including clients, government and non-government organisations and facilitate working groups.
- Proficiency in computer applications including Windows, MS Office Suite, Internet and Information Management systems.
- Ability to work effectively independently or as part of a team and contribute to team and organisational goals.
- Demonstrated understanding of local labour market and regional skill shortages.
- Demonstrated understanding of Integrated Risk Management processes and system, and their relationship to the position.

7. Position Requirements

7.1 Essential

- Criminal History check
- Working with Children Check/Vulnerable People Check
- The Right to Work in Australia



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- Current valid Driving Licence
- Occasional travel
- High level competence in Microsoft Office suite.

7.2 Qualifications (desirable)

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

8. Physical Requirements

- Computer based tasks (continuous)
- Standing (intermittent)
- Sitting (continuous)
- Walking (occasional)
- 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	