



## POSITION DESCRIPTION

<b>Position Title:</b>	Social Worker / Counsellor
<b>Department:</b>	Employment Services

### ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With a proud 50 year history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our participants. This is achieved by working with our participants to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our participants.

### PRIMARY PURPOSE OF ROLE

The main focus of the position is to provide vocational and/or professional counselling to participants to assist overcoming significant barriers to finding employment.

### Direct Reports to this Role

### Total Number of Reports

Nil	Nil
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### Key Relationships

<b>Internal</b>	<p>Reports on a day to day basis to the Manager and/ or Senior Social Worker</p> <p>Works in collaboration with and provides advice and support to members of the Employment Services team.</p> <p>Collaborates with other MADEC Social Workers at various sites.</p>
<b>External</b>	<p>Participants</p> <p>Employers</p> <p>Services Australia</p> <p>Training providers</p> <p>Support Service providers</p> <p>Department, Industry &amp; Funding bodies</p>

## KEY RESPONSIBILITIES / DUTIES

Conduct Participant Assessments within the scope of degree or graduate diploma related qualification.

Conduct counselling sessions and develop or update action/intervention plans for a range vocational and non-vocational barriers with a continual focus on progression goals to re-enter employment.

Be involved in ongoing case management and individualised assistance, or provide brief interventions with participants.

Conduct one-on-one interviews to detect, prevent and provide ongoing support for barriers to employment which may include mental health, substance abuse, social or family issues, and a wide range other life concerns and behaviours.

Conduct file reviews, to provide suggestions on how best to drive engagement with individuals.

Engage with staff to provide feedback on more suitable ways to individualise and tailor the servicing.

Conduct quality assurance activities to support continuous improvement

Use of Workforce Australia Online for Providers to schedule and result appointments.

Schedule and implement appropriate activities to reflect progress and changing needs of the participant.

Establish a relationship of trust and respect.

Build the personal development and confidence of participants to talk about issues they feel they cannot normally share with others to assist in addressing barriers to employment.

Assisting participants to make decisions and choices regarding possible ways forward.

Work to targets in relation to participants contact and employment goals.

Liaise with other agencies and individuals to help make changes based on the issues raised.

Provide assistance for participants referred to employment services, including assisting with resumes, interviewing skills, career and labour market information, with a view to placing participants into sustainable employment or training in the shortest timeframe possible.

Prepare a marketing strategy in consultation with the participant including identifying employers and locations, transport and licence restrictions, certificate and ticket requirements.

Proactively promote participants within the Employment Services team to assist in securing ongoing sustainable employment outcomes.

Undertake post placement support after a participant has secured employment to help ensure ongoing sustainability.

Document information in accordance with Department guidelines, Key Performance Indicators and Work Instructions.

Maximize outcomes for eligible participants, particularly the long term unemployed and highly disadvantaged.

Maximize the delivery of high quality, ethical employment services.

Maintain and manage a suitable appointment schedule ensuring compliance with contractual obligations.

Maintain privacy and security of all records according to the Social Security and Privacy Acts.

Attend and participate in regular staff meetings.

Actively promote MADEC and all of its services to the wider community.

### Corporate responsibilities

Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

Participate fully in staff appraisal and professional development review processes.

Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.

Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.

Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.

Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

## Qualifications and Experience:

	Essential	Desirable
<b>Qualifications</b>	<p>Degree in Psychology and be registered with the appropriate authority; OR</p> <p>Degree or graduate diploma in:</p> <ul style="list-style-type: none"> <li>- Allied health services or behavioural sciences;</li> <li>- Social work;</li> <li>- Rehabilitation counselling; or</li> <li>- Other allied health qualifications.</li> </ul> <p>Where qualification requires you must have registration to practice or obtain professional membership.</p>	
<b>Experience:</b>	<p>Experience in providing clinical services to assist vulnerable members of the community.</p> <p>Previous counselling experience.</p> <p>Knowledge of local referral agencies and other providers of complimentary programs.</p>	<p>An understanding of the Employment Services, in particular, servicing requirement and knowledge of support services available to participants.</p>
<b>Skills:</b>	<p>A flexible and solutions based approach with participants which will assist in dealing with a range of barriers and directing them to employment.</p> <p>The use of evidence based practice models.</p> <p>Excellent administrative, organisational and report writing skills with a strong focus on accuracy.</p> <p>Competent use and knowledge of computer software, particularly MS suite of products and proficiency in the use of databases.</p>	

<b>Competencies</b>	
<i>All employees must:</i>	
Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</p>
Accountability	<p>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</p>
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure our internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

**Accountable**

We do what we say we will do and are responsible for our actions.

**Authentic**

We remain true to our core purpose. We are honest, trustworthy and transparent.

**Courageous**

We act ethically and stand up for what is right, just and fair.

**Passionate**

We believe in what we do and will not waver in our commitment to achieving expected outcomes.

**Inclusive**

Everyone matters, we are “all” community.

**Excellence**

We are committed to continuous improvement in all we do.

**Role Description reviewed by:**

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Employee Name:	[ ]	Title:	[ ]	Date:	/ /
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**Employee acknowledgement of Position Description:**

Employee Name:	[ ]	Signature:	[ ]	Date:	/ /
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Please provide copy of Position Description to employee.  
Employee to sign and return to Human Resources.