

Position Description



Title:	Business Development Coordinator
Business Unit:	Employment Services
Location:	Melbourne
Employment type:	Full Time
Reports to:	Business Leader

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Position purpose

This role is responsible for marketing participants into targeted areas of employment by assessing labour market trends and growth opportunities.

Actively engage Employers in order to obtain and maintain meaningful, on-going employment opportunities.

Scope

Budget: *nil*

People: *nil*

Relationships

Internal:

- Employment services staff, support and foundation staff

External

- Clients, jobseekers, employers, visitors

Key responsibility areas

- Service delivery**
- Provide account management to key employers which includes sourcing relevant training, conducting workplace assessments and implementing recruitment solutions to meet current and future business needs
 - Negotiate ongoing job placement opportunities with employers through targeted marketing that reflects participant capabilities and meets the needs of the business

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Position description

Business Development Coordinator



- Promote and negotiate work experience, work trials and other employer incentives to maximise job opportunities
- Actively promote job opportunities to staff and participants to ensure quality referrals are achieved
- Knowledge of contemporary recruitment practices and procedures, or experience working in Labour Market Programs aimed at employment outcomes
- Provide basic reporting and monitoring of participant information including feedback on participants abilities / work place performance
- Conduct pre screenings of all referred participants and provide coaching on workplace expectations
- Provide ongoing support to employers where a participant has commenced employment, to ensure specific work tasks are being satisfactorily performed and overall job requirements are being met
- Job vacancies, referrals and placements to be accurately lodged into the IT platform
- Secure suitable individual and group work experience / Work for the Dole (if applicable) places within host organisations
- Accurate and timely completion of a broad range of documentation, including Host Agreements, Wage Subsidy Agreements, Supported Wage Agreements, per contractual & program requirements
- Perform other duties as required by management that are reasonably incidental to the performance of this role

Teamwork & Communication

- Create, evolve and inspire a collaborative, supportive and positive participant focused team culture
- Deliver high quality customer services that result in excellent participant outcomes in compliance with relevant team performance and outcome indicators, internal and external standards and obligations and Uniting's policies and procedures
- Work collaboratively and positively with team members to consider and resolve complex customer problems
- Escalate and report customer problems to the Head of Employment Services where necessary
- Support productive working relationships and promote work-life balance

Continuous Improvement

- Identify opportunities for improvement to services, provide and recommend changes to procedures and standards that impact beyond own team
- Take action to promote or implement new ideas and encourages others to do so

Building Relationships

- Understand relevant stakeholder relationships and the importance of these to the organisation
- Assist with building and maintaining professional stakeholder relationships
- Develop and maintain effective relationships with key stakeholders including clients, employers, families, peak bodies, community service organisations, relevant professionals and government officials

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.

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Business Development Coordinator



- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Performance indicators

- Active relationship building and engagement with key industries and employers which results in ongoing employment opportunities for participants.
- Monthly outcome & financial targets are met

Person specification

Qualifications

- Desirable: Relevant professional, management and / or tertiary qualifications
- Essential: Current valid driver's license

Experience

- Essential: Extensive experience in the Sales / Recruitment, experience working in a target driven environment

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for participants
- **Professionalism:** Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- **Culturally Aware:** Values diversity as a strength and positively utilises diversity
- **Participant Focused:** Considerable knowledge of principles and processes for providing a participant-centred, strength-based service. This includes setting and meeting quality standards for services, and evaluation of user satisfaction
- **Communication:** Excellent ability to communicate verbally and in writing effectively.

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Employee

Manager

Name:

Signature:

Date: