

Position Description

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

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work 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.

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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (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

1. Position purpose

This role is responsible for providing administrative and operational support to the Business Development &/or Community Engagement units.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Employment Services staff, Uniting Human Services, Support and Foundation staff

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External

- Clients, jobseekers, employers, families / carers

4. Key responsibility areas

Service delivery [Business Development]

- Lodge all vacancies and placements in IT systems
- Undertake job matching activities to create a referral shortlist for vacancies, schedule interviews and conduct reference checking
- Confirm and claim outcome fees for both Brokered and Found Own Employment (FOE) placements
- In conjunction with Business Development team, assist clients with the transition to work by maintaining contact with their employer
- In consultation with key staff, implement strategies to support clients and employers to increase employment hours where minimum work requirements are not being met
- Review client eligibility for wage subsidies
- Provide Business Development staff with employer leads
- Participate and support the site team/s with job connect sessions where required
- Organize and participate in client/group screening sessions in preparation for candidate pool lists
- Record results for pre-screening, interviews and other relevant details on IT systems
- Assist staff with lodging FOE vacancies, where BD staff negotiate a wage subsidy, and eliminate risk factors associated with non-payable placements/outcomes
- Manage required overrides where applicable
- Monitor and review ESS outcomes and tracking support where applicable, and update ESS/IT systems including deleting outcome tracker site payment and other records
- Draft wage subsidy agreements, seek agreement signatures and ensure they are approved on ESS/IT systems within the relevant period
- Monitor Wage Subsidy payments and communicate any risks to stakeholders and/or as directed by management
- Perform other duties as required by the manager that are reasonably incidental to the performance of this role

Service Delivery [Community Engagement]

- Work closely with Reporting Manager to ensure that the impact of any campaign/event is addressed at the planning stages so that staff are available to manage increased referrals
- Assist in utilising social media and distributing eDM's to develop opportunities for engagement and service promotion
- Coordinate and liaise with key stakeholders [schools, TAFEs, Employers, community organisations] to deliver promotional sessions to target audiences
- Produce documents and promotional material of a professional standard that comply with branding policy, suitable for external communication to a variety of target audiences
- Assist in the organisation and delivery of relevant community events and activities such as, community events, promotional days/weeks (e.g. Disability Week)

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- Perform other duties as required by the manager that are reasonably incidental to the performance of this role

Administration and Planning

- Maintain appropriate files, case notes and Risk Management documentation as per organisational policies and procedures.
- Enter and maintain CRM with consumer/employer leads to support the achievement of program targets
- Processing intake and referrals
- Manage and collate work experience documentation for clients and work places
- At times assist with the provision of administrative and general office duties.
- Contribute to operational planning as requested by Reporting Manager.

Teamwork & Communication

- Strong written and verbal communication skills are required
- Demonstrate active listening
- Create, evolve and inspire a collaborative, supportive and positive client focused team culture
- Deliver high quality customer services that result in excellent client 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 reporting Manager
- 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
- Work with the Reporting Manager to implement innovation and continuous improvement in service delivery

Building Relationships

- Understand relevant stakeholder relationships and the importance of these to the organisation
- Develop and maintain networks with the view to form long-term business partnerships/relationships with employers
- 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.

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- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behavior.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- 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.

5. Performance indicators

- All documentary evidence submissions meet funding body requirements
- Monthly targets are achieved (Intake, contacts, outcome claim submission)

6. Person specification

Qualifications

- Tertiary qualifications in Marketing / Business Administration desirable

Experience

- Previous experience in an administrative position essential
- Marketing / Customer Service experience desirable

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.

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7. 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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State 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.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: