

Position Description

Title	Business Development Worker (Ovens Murray)
Business Unit	Employment Services
Location	177 Beechworth Road, Wodonga
Employment type	Full Time, Maximum Term
Reports to	Team Leader, Humanitarian Settlement Program (HSP) & Status Resolution Support Services (SRSS)

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 will deliver high quality customer service by presenting a caring and professional image and maintaining an efficient and friendly office environment.
- This role will primarily build working relationships with potential employers and will liaise with the employment mentors with the aim of sourcing suitable placements for clients from a multi-cultural, refugee or asylum seeker background.

2. Relationships

Internal

- All employment services staff, All Uniting Staff, Senior Manager and Team Leader

External

- Employment services participants, Employers, Program partners and Government funding bodies

3. Key responsibility areas

Service Delivery

- Build and sustain strong working relationships with potential employers in the community and seek networking opportunities within the region

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- Actively engage with employers to identify suitable employment opportunities and Job-match and place jobseekers into employment
- Provide post-employment support to jobseekers and employers.
- Engage newly referred participants and complete intake assessments and paperwork as required
- Support Employers during employee placement
- Complete a broad range of documentation as per contractual & Uniting requirements. Documentation must be accurate, up to date and submitted in a timely manner.
- Guide and coach participants through the stages of the employment process alongside the employment mentors

Teamwork

- Foster collaboration and teamwork within and across programs and services
- Promote and maintain a positive environment
- Escalate and report issues to the Team Leader where necessary
- Work collaboratively and positively with team members to consider and resolve complex customer problems

Building Relationships

- Understand relevant stakeholder relationships and the importance of these to the organisation
- Develop and maintain relationships with participants, employers and other key stakeholders

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.
- 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.

4. Performance indicators

- Undertake prompt identification, engagement and onboarding of potential employers
 - Meet a monthly key performance indicator
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5. Person specification

Experience

- Experience in Community / Employer engagement and relationship management
- Demonstrated experience in providing high quality customer service
- Experience working in a target driven environment
- Experience with dealing with complex individuals and situations
- Experience working with multicultural and newly arrived communities
- Strong networking experience

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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:** Prioritises needs of potential employers
- **Communication:** Sound communication skills
- Current valid driver's license
- Intermediate computer skills

6. 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.

7. Acknowledgement

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

	Employee	Senior Manager
Name:		
Signature:		
Date:		