

# Position Description

<b>Title</b>	Employment Coach
<b>Business Unit</b>	Employment Services
<b>Location</b>	Across multiple sites in East Melbourne
<b>Employment type</b>	Max Term, Full Time
<b>Reports to</b>	Service 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:

- Implementing and monitoring Job/Participant Plans
- Working with participants to identify education and employment related goals
- Referring participants to relevant vocational / non vocational activities to support job readiness to secure sustainable employment.

### 2. Scope

**Budget:**

nil

**People:**

nil

### 3. Relationships

## Position Description

### Employment Coach

#### Internal

List key internal relationships that this position has primary and regular day to interaction with

- All Uniting employment services staff
- All Uniting service delivery staff
- All Corporate services staff

#### External

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#### External:

- Employment & community service providers/ job seekers
- Employers
- Program partners (where applicable)
- Government funding bodies

## 4. Key responsibility areas

### Service delivery

- Refer participants to relevant vocational / non vocational activities to support job readiness
- Actively market participants to employers and arrange Work Experience activities &/or job placement as per vocational assessment and Action Plan
- Responsible for participant's mutual obligation requirements and adhering to compliance framework
- Act on opportunities and leads identified by the Business Development and/ or survey the local job market and industry sectors in order to locate suitable employment opportunities relevant to the individual participant's skills and abilities as outlined in the Vocational Assessment
- Coach participants with pre-employment skill development including independent job search, work trials, interview skills and resume development
- Deliver the program in a manner that meets the needs of the diversity of participants including being culturally sensitive to people from Aboriginal and Torres Strait Islander and CALD backgrounds. Interpreters should be made available to participants who require them
- Provide ongoing post placement support to participants through a combination of phone and workplace visits to ensure any barriers to employment are being addressed and do not jeopardise current employment
- Manage a caseload of participants and support them to identify their education and employment goals and to develop and co-design their Plan
- Monitor workplace participation for all participants placed into employment; by ensuring hours are maintained, specific work tasks are being satisfactorily performed and liaising with the employer to assess overall job requirements are being met
- Ensure that individual Plans reflect; intervention strategies identified in ESAT's / Assessments etc., include referrals to community links and support services to address barriers and remain up to date throughout a participant's employment servicing
- Perform other duties as required by management that are reasonably incidental to the performance of this role

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#### Administration

- Monitor and record participant's engagement and progress, which includes but is not limited to conducting follow up, seeking regular feedback on activities and referrals; and updating plans as required ensuring maintenance of Department requirements
- Maintain the diary for participant referrals from Services Australia and other sources
- Ensure accurate records are kept and maintained to meet all department requirements
- Administration requirements and related information are kept up to date and comply with funding body standards
- Allocation of financial supports such as reimbursements, expenses, wage subsidy's and other ad hoc financial processing is adhered to

#### Team Work & Communication

- Foster collaboration and teamwork within and across programs and services
- Promote and maintain a positive environment
- Escalate and report customer problems to the Service Leader where necessary
- Work collaboratively and positively with team members to consider and resolve complex customer problems
- Effective, positive problem solving and conflict resolution skills
- Clear, concise written and verbal communication skills
- Demonstrate active listening in order to obtain relevant information from participants / employers

#### 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.
- 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.

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- 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.

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## 5. Performance indicators

- Effective engagement and monitoring of participants' Action Plans and actively supporting participants to achieve sustainable employment outcomes
- Monthly employment targets are met

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## 6. Person specification

### Qualifications

- Relevant tertiary qualification, including Certificate IV Disability, Community Services, Employment Services or Career Development, as a minimum

### Experience

- Experience working in a target driven environment
- Experience with dealing with complex individuals and situations
- Experience in cold calling/marketing

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Participant Focused:** Demonstrated experience in supporting vulnerable jobseekers into sustainable employment, training, work experience or volunteering, including providing encouragement, case work support and career planning and guidance
- **Communication:** Demonstrated ability to communicate effectively and build constructive relationships with a diverse range of people including clients from indigenous, CALD and refugee backgrounds as well as other professionals

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- **Quality:** Demonstrated ability to deliver high quality programs (including all contacts and activities) to participants that will support them to meet their individual goals and the program's objectives
  - **Professional:** Well-developed organizational skills and the ability to prioritise tasks and meet required timeframes working both under direction and with a high degree of autonomy
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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.**

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### 8. Acknowledgement

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

#### Employee

Name:

Signature:

Date: