

ECHO

POSITION DESCRIPTION

| | |
|----------------------|--|
| Position Title: | Work Broker |
| Position Holder: | Vacant |
| Supervisor: | Branch Manager |
| Division: | jobactive |
| Location: | TBC |
| Prepared by: | HR Team |
| Approved by: | Operations Manager |
| Probationary Period: | 6 months |
| Salary Component: | 38 hour week Labour Market Assistance Industry Award 2010 |
| Entitlements: | Superannuation Holiday Loading Salary packaging (NFP guidelines) Employee Benefits* |
| Commencement | TBC |

STATEMENT OF DUTIES

The Work Broker will engage, assess and assist job seekers gain sustainable employment within appropriate timeframes and compliance requirements. A clear focus will be on engaging job seekers and addressing barriers to employment enabling a return to paid employment as quickly as possible.

PURPOSE

- Achieve job seeker placements and outcome targets driving high star rating performance
- Provide quality best practice job seeker and employer servicing
- Participate and contribute to staff meetings, reviews, training and team work
- Deliver services in accordance with the jobactive contract, DEED and program guidelines, quality standards, Code of Practice and Service Guarantee

KEY RESPONSIBILITIES

- Actively promote Echo services and values to the community
- Engage and motivate job seekers from all jobactive streams (ABC)
- Complete the initial job seeker interview identifying skills, barriers and job prospects
- Develop in consultation with the job seeker a Job Plan outlining appropriate activities leading to ongoing employment and advise of Mutual Obligation and Annual Activity Requirements
- Implement effective customer service practices to all job seekers and employers ensuring high performance and continuous improvement
- Where required refer and engage with community agencies to assist in areas of disability or social disadvantage
- Facilitate job related activities including internal job clubs, resumes and applications, training and vocational assistance
- Ensure job seekers meet monthly mutual obligation requirements and take immediate compliance action as outlines in the Job Seeker Compliance Framework
- Refer and monitor job seeker participation in Work for the Dole activities
- Establish strong local employer networks sourcing vacancies by cold calling, reverse marketing, relationship building and business understanding
- Maintain a current job ready list, matching and referring job seekers to suitable vacancies in a timely manner
- Establish knowledge and application of all government programs, assistance and subsidies applicable to job seekers and employers
- Provide fortnightly post placement support tracking job seeker earnings and support needs
- Promote and develop empathy and cooperation with job seekers and stakeholders from indigenous, culturally and linguistically diverse backgrounds
- Achieve monthly performance KPIs
- Respond to all job seeker concerns and complaints in a timely manner
- Perform other duties as required by the Manager that are reasonably incidental to the performance of this role

1. Documentation and Compliance

- Adequate and timely documentation of job seeker contact and engagement
- Timely processing of initial appointments according to site diary
- Adequate and timely documentation of employer contact
- Completion of Job Plans in accordance with jobactive requirements
- Completion of supported evidence required to lodge employment outcome claims
- Ensure evidence is available on job seeker files and adheres to jobactive contract and AMES Australia Consortium Delivery Model
- Completion of all relevant administrative tasks in service delivery utilising 3rd party software and Departmental data bases
- Compliance with all relevant legislation, regulations and contractual requirements including Occupational Health and Safety, Information Security Management and Echo Policies and Procedures, ensuring all duties are undertaken within an effective risk management framework

2. Communication

Internal

- Establish rapport and listening skills to empower and motivate job seekers
- Facilitate job seeker group sessions
- Take appropriate action to diffuse situations of job seeker conflict
- Participate and contribute to regular site meetings
- Liaise with team to monitor performance and identify areas for service improvement
- Build supportive relationships with teams from all Echo sites

External

- Liaise and develop effective operational networks and relationships with partners, employers, community organisations and Government agencies
- Liaise with other service providers including educational and training bodies to maintain informed of opportunities available to Echo job seekers
- Participate in regional meetings to discuss job seeker servicing ad opportunities
- Participate in relevant industry meetings and training

JUDGEMENT AND DECISION MAKING

| Decisions Expected | Recommendations Expected |
|------------------------|---|
| Individual Performance | KPI Monthly Reporting Performance Improvement Plan |
| Staff appraisal | Manager to initiate Annual review |
| Staff training | Individual skill development Compliance |
| Resource needs | Request forwarded to Manager |

ORGANISATION RELATIONSHIPS

| | |
|--|-----|
| Number of employees reporting directly to you: | nil |
| Number of employees within your site: | |
| Number of staff servicing your project: | |

Internal Relationships

Employees also include volunteers and student placements.

All staff are accountable to the Committee of Management.

Working Relationships

| Most Frequent Contacts | Frequency of Contacts | Nature / Purpose |
|-------------------------|---|--|
| Branch Manager | Informal daily Formal weekly Formal monthly | Progress reporting Debrief and support Performance monitoring Supervision |
| jobactive Team | Daily | Co-worker support Information sharing Best Practice |
| Regional Manager | Monthly | Information sharing Team Meetings |
| WfD and Support Team | As required | WfD Compliance and staff training |
| All Echo staff | As required | Team building |
| Service Users | As required | Customer service standards |
| Human Resources Officer | As required | Workplace training and recruitment |
| Administration Manager | As required | Finance and staff entitlements |
| Operations Manager | As required | Performance |
| Chief Executive Officer | As required | Organisational Goals |

SELECTION CRITERIA

- An understanding and empathy with Echo Mission and Value Statements
- Demonstrated case management experience or ability in the Employment Services Industry
- Knowledge of labour market programs with an understanding of strategies to address job seeker barriers to employment
- Performance driven with a demonstrated ability to market job seekers to employers and job vacancies
- An analytical mind with problem-solving skills and multitasking abilities
- Excellent IT literacy with the ability to develop sound understanding of ESS and required internal and external information systems
- A flexible and adaptable manner with the ability to meet changing situations and respond and adjust easily to varying work demands, deadlines and circumstances
- High level of communication, interpersonal and negotiation skills
- Capacity to deal confidently and courteously with people at all levels
- Ability to handle and diffuse difficult situations and conflict
- Adaptability and ability to operate as an effective team member

CONDITIONS OF EMPLOYMENT

I agree to abide by the rules and procedures of Echo Australia Inc. and to participate in all selection processes established for the position for which I am applying. I understand that any information given will be in the strictest of confidence.

I agree that reference checks may be conducted with any of the referees I have identified. I agree to all information provided to Echo Australia Incorporated by referees contacted for the purposes of confirming my previous work history, my performance and my qualifications.

I agree to undergo a police records check or to provide a certified photocopy of my current police records certificate (no older than six months). I understand this information is confidential.

I understand that any misrepresentation of fact in my application for employment, either in writing or verbally will mean that no offer of employment will be made, or such an offer will be withdrawn, or employment terminated.

Echo operates a smoke-free environment.

Echo is an equal opportunity employer and values diversity.

Applicants must be medically fit to undertake the duties of this position, hold a current driver's license and have rights to work in Australia. Offers of employment will be subject to a Police Check and if required a Working With Children Check.

Name of Employee: _____

Signature of Employee: _____ Date: _____

Name of Witness: _____

Signature of Witness: _____ Date: _____