

### Position Description

<b>Position Title</b>	Jobs Advisor
<b>Department/Unit</b>	Employment Services
<b>Reporting to</b>	Team Leader Employment / Operations Manager Employment
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• Employers</li> <li>• Job seekers</li> <li>• Other staff at ETC</li> </ul>
<b>Award</b>	Labour Market Assistance Industry Award 2020
<b>Our Organisation</b>	ETC – Enterprise & Training Company Limited – specialises in the delivery of employment, training and business services. ETC is a provider of a variety of employment related programs and is a nationally accredited Registered Training Organisation (RTO). ETC has been operating on the Mid North Coast of NSW since 1989 and has staff operating our services along the East Coast of Australia between Newcastle in NSW and Bundaberg in QLD as well as inland NSW. As a not-for-profit organisation, any surplus generated from ETC's operations is reinvested back into the company by improved services to businesses and job seekers and the community in which we operate.
<b>Department/ Unit</b>	<p>Employment Services working closely with employers and employer groups to achieve ETC's agreed targets as set by the Department of Employment and Workplace Relations (DEWR), Workforce Australia Services (WAS) and Transition to Work (TtW). Department of Social Services, Disability Employment Services (DES) Contracts to:</p> <ul style="list-style-type: none"> <li>• Broker vacancies and work experience placements</li> <li>• Reverse market long term unemployed jobseekers into sustainable employment</li> <li>• Ensure the smooth and constant flow of job ready clients into brokered vacancies</li> </ul>
<b>Our Vision</b>	To make a positive impact on peoples' lives
<b>Our Mission</b>	We strengthen our community through engagement and support
<b>Our Values</b>	Respect, Integrity, Success, Empowerment
<b>Our Commitment</b>	<p>ETC is an equal employment opportunity employer, committed to ensuring all employees are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect.</p> <p>ETC is committed to providing a safe environment in which children's rights, needs and interests are met. We create a culture, adopt strategies and take action to promote child safety and wellbeing and prevent harm to children and young people. ETC is committed to implementing practices in keeping with the <a href="#">National Principles for Child Safe Organisations</a>.</p>
<b>Health &amp; Safety</b>	ETC provides a safe and healthy workplace and endeavours to protect employees and others in the workplace from harm to their health, safety & welfare by elimination or minimisation of risks arising from work.

### **ROLE OVERVIEW:**

Working with eligible jobseekers, this role's focus is on activating jobseekers to obtain sustainable employment and in doing so, achieving ETC's agreed targets as set by the Department of Education, Skills and Employment (DESE) and the WAS DEED.

### **ROLE ACCOUNTABILITIES:**

- Activate jobseekers in all streams to:
  - Achieve their employment/education goals
  - Overcome non-vocational barriers
  - Actively seek job vacancies, work experience and training
  - Develop job plans for seeking employment
  - Assist job seeker to create resumes and job applications
- Strive to achieve goals set within the WAS DEED including meeting program targets, adhering to the DESE Code of Conduct
- Deliver ETC's Service Delivery Model as outlined on ETC's Intranet
- Ensure ongoing referrals to internal vacancies and manage the referral process in line with ETC policies and procedures
- Supporting and monitoring job seekers access to ETC's job lab and self-help facilities
- Effective referring and monitoring job seekers in their WFD phase and ensure contractual requirements are met
- Effective monitoring of responses from ETC's EEE email program, including IT data management
- Assist in the development and facilitate group workshops
- Develop and review individualised Job Plans to assist job seekers to overcome their identified barriers to employment and achieve their employment goal
- Identify appropriate development and job search activities including referral to complementary programs to meet the job seekers needs
- Monitor, review and record job seeker participation and progress in ESS and Job Ready Live
- Identify appropriate employment opportunities and refer job seekers, record and verify outcomes
- Adhere to the Comprehensive Compliance Framework
- Maintain electronic records, processing claims and client communication records in accordance with DESE audit requirements and ETC's procedures
- Promote ETC's Job Services and employment related services to local industry, employers and jobseekers, seeking opportunities to increase business opportunities
- Provide weekly performance reports as required to the Team Leader
- Work at all times within accountability and quality frameworks as defined by contract requirements and ETC's policies and procedures
- Adhere to all WHS responsibilities and legislation
- Actively participate in weekly Learning and Development sessions and Best Practice Workshops
- Actively participate in morning and staff meetings
- Ensure behaviours align with ETC's core values and strive for continuous improvement
- Other duties as required by your Manager/s

## **SELECTION CRITERIA**

### **Essential – General**

- Highly developed intrapersonal, liaison assessment and negotiation skills
- Demonstrated ability to connect with a diverse range of people
- Passionate about creating new employment opportunities for job seekers
- Outcome focussed, has the ability to work cohesively in a team or autonomously
- Sound knowledge of local labour market linkages and business & community networks
- Capacity to effectively manage a case load of job seekers, monitor their attendance and effectively record details on the IT system as prescribed in the WAS Deed
- Commitment and capacity to achieve genuine employment and training outcomes for clients against KPI's
- Highly developed IT skills in the use of the MS Office suite
- Demonstrated ability to provide effective post placement support
- Ability to travel to other sites within the Employment Region as required
- Current clear Working with Children Check or Blue Card (QLD) and National Police Check

### **Desirable**

- Certificate IV Employment Services, or relevant discipline
- Previous experience in caseload management with disadvantaged people
- Drivers licence

**APPROVED: Chief Operations Officer**

**DATE: August 2023**