

POSITION DESCRIPTION

POSITION DETAILS

Position Title	Job Coach
Classification	SEA Level 4 Band 1-6
Department/Division	Employment Services
Reports to (position title)	Team Leader/Manager Employment Services

OUR VISION & PURPOSE

Our Vision:

To improve the lives of those in need.

Our Purpose:

To improve individual life outcomes by providing support, education, opportunity, and guidance that will lead to the alleviation of poverty or distress (including sickness, disability, destitution, suffering, misfortune, or helplessness) for those we help.

Helping People | Addressing Needs | Improving Lives

ORGANISATIONAL INFORMATION

MADEC is a successful not for profit and charitable organisation, with a proud 50+ year history of providing relief to people experiencing poverty and/or distress.

We do this through our business areas:

- Employment Services;
- Education and Training;
- Labour Hire and PALM Scheme; and
- Indigenous Programs.

We recognise the importance of self-worth and self-fulfilment and we recognise that those who are, or may be, disadvantaged, need and deserve our help.

Employment Services

Working in accordance with the guidelines set down by the Government, this division is focused on improving the lives of people on income support experiencing disadvantage by connecting them with the assistance they need to journey into meaningful and sustainable employment. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, referral to support services, sourcing work opportunities via labour hire or by partnering with business and industry stakeholders to secure sustainable work options for them.

Education and Training

MADEC is a Nationally Registered Training Organisation (RTO) delivering vocational and non-vocational courses, primarily in Victoria and South Australia. We hold agreements with both States to deliver subsidised training and provide a wide range of skills training across a range of industry areas, improving the lives of people by creating employment opportunity through education and training.

Labour Hire and PALM Scheme

MADEC has a long history of providing labour solutions to a range of industries such as Agriculture, Horticulture, Viticulture, Warehousing, Food Processing, Cleaning, Hospitality and more. We have large pools of job ready candidates across our regions, ready to meet the labour needs of employers at any time and support all administrative processes such as recruitment, selection, onboarding, training, payroll and much more.

MADEC is also an approved employer under the Pacific Australia Labour Mobility (PALM) Scheme an initiative of the Australian Government. This program provides relief to people experiencing poverty and disadvantage from Pacific Island countries and Timor-Leste, by providing employment opportunities with Australian employers in selected industries/sectors.

The scheme also has the dual benefit of providing employers with a reliable return workforce sourced to assist in meeting unmet labour demands, when there is not enough local Australian labour to meet seasonal demand.

Indigenous Programs

MADEC holds agreements with the Australia Government to deliver services that improve the lives of Indigenous People by:

- Creating linkages with support organisations to address barriers improving the lives of Indigenous people.
- Providing scholarship and other support to secondary school students experiencing disadvantage.

POSITION PURPOSE

To support participants to address and overcome barriers to seeking and maintaining sustainable ongoing employment. This role is responsible for the holistic servicing of participants from commencement in Employment Services; undertaking assessments, provide linkage to appropriate referral agencies, facilitation of job search activities including in groups through to the successful ongoing employment; ongoing support activities and interventions with participants for up to 6 months of employment and or removal of welfare dependency.

Direct Reports to this Role	Total Number of Reports
<i>Nil</i>	<i>Nil</i>

KEY RELATIONSHIPS

Internal	Employment Services staff Education and Training staff Corporate Services (Human Resources, Finance, OHS, Quality, Marketing)
External	Employers / Host Organisations Participants Training providers Support services Relevant Department Agencies Other Employment Services Agencies

KEY RESPONSIBILITIES / DUTIES
Participant servicing
Conduct assessments to commence participants. Design an individually tailored service to meet the specific goal of the participants in line with their continuous progression to employment
Through interview identify skills and work experience, barriers preventing job seeker finding work, training possibilities and develop a Job Plan and points target, incorporating agreed activities, job seeking requirements, and a schedule of appointments to be held with the Employment Service provider.
Prepare for and support participants in the preparation of resumes and job applications
Conduct ongoing assessments of participants to ensure tailor goals and servicing and continuous progression toward employment. This includes assisting in job applications, job search and tips for interview and contact with potential employers. This may occur one-on-one and via group facilitation
Coordinate and referrals to internal and external service providers (i.e.: training, counselling)
Coordinate and manage ongoing participation in activities to address barriers to employment and work readiness
Coordinate hours of participation of each activity and record in IT system where required
Follow up with participants when non-compliance is identified and put in corrective actions to resolve
Identify participant change of circumstances and conduct reassessment
Partner with the training department and / or external RTOs for the engagement of participants in study
Build partnership with, other Employment Services staff and external providers to identify opportunities for placement of participants
Support participants to commence employment or activity placements
Provide ongoing regular contact (min. monthly) and interventions as required to ensure retention of employment or activity
Maintain up to date information in relevant database systems
Administration
Comply with Department guidelines as they relate to a diverse range of cohorts
Maintain a high level of contract and operational knowledge at all times
Maintain privacy and security of all records according to the Social Security and Privacy Acts
Maintain and update IT systems to support all activities undertaken.
Provide progress reports to Management on performance against benchmarks
Correctly document information in accordance to the Departments guidelines, and MADEC procedures

CORPORATE RESPONSIBILITIES
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.
Read, understand and comply with all policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the MADEC's Code of Conduct
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

QUALIFICATIONS AND EXPERIENCE:

	Essential	Desirable
Qualifications:	Current driver's licence	Certificate IV in Employment Services
Employment Screening:	National Police Check Working with Children Check (or state/territory equivalent)	
Experience:	Demonstrated success in assisting people find work that may have low motivation and skills	Ability to handle difficult situations and conflict. Other case management roles
Skills:	Demonstrated strength in the use of Microsoft Office applications, particularly Word and Outlook. Local labour market knowledge Knowledge of local support services (e.g.: youth services, indigenous services) Mentoring / coaching Understand market and industry players and requirements across Employment Region. Ability to effectively work with diverse range of clients (youth, disability, indigenous, mature age) Proactive approach and willingness to assist others High level interpersonal and communication skills Strong organisational and time management skills	

COMPETENCIES *All employees must:*

Adaptable	Maintain focus and productivity in changing environments, responsibilities and people. Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.
Accountability	Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.
Communication	Communicate effectively and transparently. Engage and inspire other through clear oral and written communication.
Customer focus	Ensure our internal and external customers/clients are at the forefront of our minds in all that we do. Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.
Integrity	Be authentic. Maintain personal credibility and uphold ethical standards. Fosters respect for all individuals and points of view.

	Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.
Team Work	Work cooperatively and effectively with others to achieve department and organisational goals. Participate in building group identity characterised by trust, pride and commitment. Build strong intra and inter department relationships and partnerships to ensure business success.

At MADEC We Value

At MADEC, our culture is one that welcomes all and embraces diversity and is consistent with our Vision, Purpose and Values Framework.

Empathy	<i>We are understanding and compassionate.</i>
Genuine	<i>We are true to ourselves and others</i>
Ethical	<i>We do what is right, just, and fair.</i>
Passionate	<i>We are committed to making a difference.</i>
Responsible	<i>We own our actions.</i>

Employee acknowledgement of Position Description:

Employee Name:		Signature:		Date:	/ /
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NB - Employee acknowledgment of their position description may occur via MADEC Connect.