

POSITION DESCRIPTION

POSITION DETAILS	
Position Title	Performance Coach
Classification	Level 5/Band 1-4
Department/Division	Employment Services
Reports to (position title)	Manager – Central Support

OUR VISION & PURPOSE
<p>Our Vision: To improve the lives of those in need.</p> <p>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.</p> <p style="text-align: center;">Helping People Addressing Needs Improving Lives</p>

ORGANISATIONAL INFORMATION
<p>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.</p> <p>We do this through our business areas:</p> <ul style="list-style-type: none"> ▪ Employment Services; ▪ Education and Training; ▪ Labour Hire and PALM Scheme; and ▪ Indigenous Programs. <p>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.</p> <p>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, harvest, or, by partnering with business and industry stakeholders to secure sustainable work options for them.</p> <p>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.</p> <p>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.</p>

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 deliver the learning and development needs of MADEC employment services staff on a practical level and provide mentoring / coaching to new and existing employees to drive performance excellence with the knowledge and practical skills to positively contribute to performance within our service delivery commitment.

This role will form an integral role in MADEC's commitment to Quality Assurance and continuous improvement and establishment of consistent Employment Services staff knowledge base. Frequent travel is a requirement of this role.

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	Participants Employers Services Australia Training providers Department, Industry & Funding bodies

KEY RESPONSIBILITIES / DUTIES
Develop and maintain positive supportive relationships with all employment services staff.
Train, support and equip employment services staff with the knowledge, practical skills and motivation to carry out their role responsibilities in line with Department Guidelines and MADEC Procedures.
Develop and deliver specific group training or one on one training to ensure competencies are achieved by individuals to improve performance and embrace change either face to face or via the MADEC learning platform.
Design and expand on current training and development programmes based on both MADEC's needs and individual's needs.
Evaluate the effectiveness of training programmes using surveys, questionnaires, interviews and by observation, in order to plan future training session or to amend existing ones.
Develop training resources, which may involve web-based resources, preparing notes and visual displays from researched information.
Foster a culture of lifelong learning including identifying capability and relevant learning and development solutions.
Capacity and willingness to keep informed of policy changes, changes in the external environment and respond as appropriate.
Undertake site and data analysis to determine shortfalls and implement best practice strategies to improve performance.
Contribute to and actively support the Service Delivery Model.
Compile reports as requested by the Manager.
Frequent overnight/day travel to other office locations is a requirement of this role, approximately 1 week per month.

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 (eg: 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	<i>All employees must:</i>
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** *We are understanding and compassionate.*
 - Genuine** *We are true to ourselves and others*
 - Ethical** *We do what is right, just, and fair.*
 - Passionate** *We are committed to making a difference.*
 - Responsible** *We own our actions.*
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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.
