

## POSITION DESCRIPTION

POSITION DETAILS	
Position Title	Seasonal Worker Liaison Officer
Classification	Labour Market Assistance Industry Award – Employment Services Officer Grade 1
Department/Division	Labour Hire
Reports to (position title)	Account Manager

OUR VISION & PURPOSE
<p><b>Our Vision:</b> To improve the lives of those in need.</p> <p><b>Our Purpose:</b> 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;"><b>Helping People   Addressing Needs   Improving Lives</b></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"> <li>▪ Employment Services;</li> <li>▪ Education and Training;</li> <li>▪ Labour Hire and PALM Scheme; and</li> <li>▪ Indigenous Programs.</li> </ul> <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><b>Employment Services</b> 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.</p> <p><b>Education and Training</b> 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><b>Labour Hire and PALM Scheme</b></p>

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 provide quality pastoral care support to workers who are on recruited from the Pacific Islands and engaged via the Pacific Australia Labour Mobility Scheme (PALMS) (Long Term & Short Term) to work with host employers across a range of industries.

**Direct Reports to this Role**

**Total Number of Reports**

*Nil*

*Nil*

**KEY RELATIONSHIPS**

<b>Internal</b>	Chief Operations Manager National PALMS Manager Regional/State Manager Account Manager Labour Hire staff Corporate services staff (HR, Finance)
<b>External</b>	Workers engaged through Pacific Australia Labour Mobility Scheme (PALMS) External services i.e. accommodation providers, medical, financial, etc.

<b>KEY RESPONSIBILITIES / DUTIES</b>
<b>On-hire worker liaison</b>
Develop and maintain strong relationships with workers.
Provide pastoral care support to workers including assisting with medical appointments, legal matters, family and community connections, workplace matters, general advocacy, translation support, travel support, accommodation support etc. including matters that may need to be attended to outside of business hours for incidents, emergency situations, urgent medical issues and other matters as required.
Serve as a point of contact for all worker enquiries / matters, which may include outside of business hours pastoral care support.
Ensure timely business centred solutions according to worker needs and objectives.
Escalate or seek specialist advice in regards to challenging worker request / enquiries.
Provide advice to Regional/Account Manager of any areas of concerns that workers have with their employment, accommodation and/or assignment conditions.
Meet with the PALMS participants upon arrival at accommodation, participate in the “on-arrival” briefing and induction and assist the workers to prepare for their departure from country. This may occur outside of business hours, depending on business requirements to ensure timely induction and commencement of work for workers.
Meet with PALMS participants regularly to develop and maintain strong relationships.
Assist in transporting workers on arrival and departure, between assignments or locations, which may include outside of business hours work.
Identify and address any existing or potential issues which may inhibit their productivity or wellbeing and inform MADEC.
Be available for phone contact for workers, which may include outside of business hours contact for issues that require more immediate attention (e.g. illness and/or injury)
Assist with development and delivery of the on-going support plan for workers by ensuring basic requirement such the provision of suitable accommodation, transport and ability to attend church etc. are occurring.
Assist in conducting regular accommodation inspections, which may include outside of business hours work.
Ensure all medical issues are dealt with promptly (which may involve taking the worker to the doctor/hospital outside of normal business hours). Advise Regional/Account Manager of all medical issues.
Act as an advocate within the community for the workers and the program.
<b>WHS responsibilities</b>
Advise MADEC Management of any of issues, real or potential that could put workers health and safety at risk.
Collect and store all training records, licences, qualifications required for the safe completion of the job function or tasks to be performed.
Promote a safety culture by conducting compulsory Team Talk meetings focused on safety topics related to the specific job and work function on a fortnightly basis. Record subject matter discussed and have all workers sign attendance form. These meetings are likely to occur outside of business hours given the workers will be working at the Host site throughout the day.

Report and complete an <b>Incident Hazard Report Form</b> for all incidents, including near misses, and accidents to relevant personnel.
Assist in the investigation (under advice) and gathering of information as it relates to the incident, accident and /or Workcover process, which may require outside business hours contact.
Where instructed, provide comprehensive <b>induction process</b> and training and document for all on-hire workers at all assignments in your area responsibility, including <ul style="list-style-type: none"> <li>▪ Job function and tasks to be performed (this must be done against the JSA);</li> <li>▪ Safety requirements related to each job function and task to be performed;</li> <li>▪ Site safety processes and procedures;</li> <li>▪ Activities, job functions or tasks that are not authorised to be performed by our workers.</li> </ul> <p>Training documentation must be signed by worker and translated where necessary.</p>
<b>Additional requirements</b>
This role will require outside of business hours contact to ensure appropriate pastoral care support for PALMS workers and business requirements are met.

**PEOPLE MANAGEMENT RESPONSIBILITIES**

Nil

**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
<b>Qualifications:</b>	Nil	Nil
<b>Employment Screening:</b>	National Police Check (refer to policy) Working with Children Check (or state/territory equivalent) (refer to policy)	
<b>Experience:</b>	Good knowledge of the local area and well-developed community networks Experience working with culturally and linguistically diverse people	Similar support worker role
<b>Skills:</b>	Genuine desire to help and support people. Empathy and understanding to support different people and cultures.	

	<p>Accurate word processing skills and a broad knowledge of a range of computer packages, including, Word, Excel, PowerPoint, Email, Internet.</p> <p>Work under pressure with conflicting priorities, meet strict deadlines and pay attention to detail</p> <p>Well-developed interpersonal, oral and written communication skills</p> <p>Ability to comprehend and deal appropriately with confidential information.</p> <p>Ability to exercise initiative and work both independently and co-operatively as required.</p>
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<b>COMPETENCIES</b> <i>All employees must:</i>	
Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>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.</p>
Accountability	<p>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</p>
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure our internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>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.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

**At MADEC We Value**

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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 acknowledgement of their position description may occur via MADEC Connect.*